

SAGAR SHAH, MS, PMP

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I-140 Approved | PMP | PMI-ACP | CSM | SAFe Practitioner

EXECUTIVE SUMMARY

Seasoned delivery leader with nearly two decades of experience managing complex, multi-track technology programs across cloud, digital transformation, and enterprise platforms. Expert in driving disciplined delivery governance, building high-performing cross-functional teams, and ensuring predictable execution. Adept at steering multimillion-dollar portfolios (\$15M+), optimizing cost and capacity, and aligning delivery outcomes with organizational goals.

TECHNICAL SKILLS

- **AI & GenAI:** GenAI, Agentic AI (CrewAI, LangGraph), LLM Orchestration, RAG, Human-in-the-Loop (HITL), Predictive Modeling
- **Cloud & Platforms:** AWS (EC2, VPC, EKS, SNS/SQS, IAM, DynamoDB, CloudFormation), .NET, .NET Core, Web API
- **Tools:** Jira, MS Project, Azure DevOps, Workfront, Rally, Blueprint, Quality Center, Power BI
- **Databases:** SQL, Oracle, DynamoDB
- **Compliance:** PCI, HIPAA, SIEM, Guardium, ISO-aligned compliance

PROFESSIONAL EXPERIENCE

PERSISTENT SYSTEMS LIMITED

Sr. Program Manager (Client: Crawford)

Pune, India
Dec 2021 – Present

- Delivered a \$15M enterprise program with 98% cost adherence and consistent on-time milestones, strengthening executive confidence.
- Spearheaded a Multi-Agent GenAI POC (using CrewAI) to detect fraudulent claims; designed Human-in-the-Loop (HITL) governance for litigation risk scoring and established RAG-based feedback loops for continuous retraining.
- Oversaw platform modernization and SaaS re-architecture on AWS, improving performance by 30% and cutting hosting costs by 20%.
- Directed a cross-functional organization of 50+ engineers, improving team productivity and reducing delivery time by 15%.
- Implemented structured delivery governance with risk models, resulting in a 20% drop in critical issues.
- Piloted MVP releases with embedded feedback loops, improving user satisfaction by 25%.
- Led interoperability efforts across distributed systems, reducing integration timelines by 20%.

LONDON SCHOOL OF DIGITAL BUSINESS

Chief Projects Officer

Remote / Pune
May 2021 – Dec 2021

- Established financial controls for project budgeting and identified cost-saving opportunities that improved annual revenue from \$2M to \$3.2M.
- Directed enterprise-wide project operations, delivery governance, and program reporting for all digital initiatives.
- Standardized templates, reporting structures, and review mechanisms to streamline PMO alignment.

ATOS-SYNTTEL INC.

Senior Project / Delivery Manager (Client: Ameriprise Auto & Home Insurance)

Pune, India / USA
July 2013 – May 2021

- Restructured the onsite team to regain an 'A' rating, focusing on long-term growth and profitability.
- Successfully purchased and installed SAN storage with a CPI of 1.2, saving \$200K by exploiting purchasing opportunities.
- Analyzed nightly batch processes and improved batch processing time by 40%.
- Managed cloud migration of Auto and Home Quoting sites to AWS by automating deployment using DevOps.
- Led delivery of strategic projects including pricing model changes, chat tools, and frontend portal revamp (MVC/.NET).
- Managed account-level reports (Scorecard, financial reports) and resourcing for a 25-person onsite team.

LARSEN & TOUBRO INFOTECH LTD.

Project Manager (Client: Travelers Insurance)

USA
Feb 2010 – July 2013

- Implemented batch optimization improvements that reduced processing time by 40%.
- Managed end-to-end delivery for enterprise insurance platforms, BI integrations, wellness portals, and migration programs.
- Served as Product Owner for the ICD-10 suite; managed roadmap, scope, and sprint execution.
- Led transition programs, onboarding new business units, and integrating legacy applications into enterprise ecosystems.

EARLY CAREER OVERVIEW

- **Business Analyst** | Macro Technologies, Newark, NJ (Client: Regence BCBS) 2008 – 2010
- **Business Analyst** | Siemens Healthcare, Illinois, USA 2008
- **Business Analyst** | University of Central Florida, Orlando, FL 2006 – 2008
- **Co-Owner** | Shah N. G. Company, India 2005 – 2006

EDUCATION

MS Industrial Engineering | University of Central Florida, USA
BS Electrical Engineering | Government College of Engineering, Pune, India

CERTIFICATIONS

Project Management Professional (PMP) • PMI-ACP • Certified Scrum Master (CSM) • SAFe Practitioner • AWS Cloud Practitioner • ITIL V3 Foundation