

# NIDHI GUPTA

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## PROFESSIONAL SNAPSHOT:

- 7+ years of experience as Technical Project Manager & Product Owner
- Strategized & implemented **AI-first, IT & Digital Transformation projects**
- Experience with working with clientele across regions in multiple industries (Telecom, Retail, Banking, Tech)
- Adept at **agile-scrum** approach of project delivery
- Expertise in leading **client meetings, daily stand-ups, project planning, scoping, resource planning, identifying risks, testing**

## CERTIFICATIONS:

- Project Management Professional (PMP)
- Certified Scrum Product Owner (CSPO)

## ACADEMIC PROFILE:

- MBA, IMI, New Delhi, 2013
- B.Tech (Comp Sci.), MITS, Rajasthan, 2009

## WORK EXPERIENCE:

**Sprinklr (Saas)** **Program Manager** **Oct'19- Mar'21**

Project Lead for implementing **NLP Chatbots** for Fortune 500 clients in multiple languages

- Built chatbots for clients leading to **35% automation of customer queries** thus reducing agent handling time
- Improved accuracy of AI models upwards of 85% in multiple languages
- Collaborated with sales leadership to close multiple deals with net ARR greater than \$1 M
- Suggestions on **increasing client AI adoption** and liaise with Product Managers to generate new product ideas
- **Promoted to Program manager** within 1 year of joining

**American Express** **Senior Analyst** **Sep'17- Oct'19**

Strategized & implemented **digital transformation projects**

- **SharePoint portal development: Product Owner** for building internal platform for raising reporting requests, responsible for defining BRDs, wireframes, test plans
- **L&D Digitization:** Conceptualized & created a L&D space on Amex internal platform
- **PMO:** POC for providing regular status updated to senior stakeholders

**Aviva Life Insurance** **Manager** **Aug'15- Sep'17**

Led various digital projects as part of Digital Application team

- **Web platform development:** Conceptualized & led a digital project on building an **online assessment platform** for selling Aviva child policies
- **Revamp of Aviva India online sales portal:** Redesigned & simplified the customer buying journey to increase the online conversion rate
- **Revamp of Aviva sales manager portal:** Introduced customized functionalities like performance details, contest details, campaigns & banners, leading to unique jump in logins by 33% in a quarter

**JP Morgan** **Team Leader** **Jun'13- Aug'15**

Product Owner for Confirmations process

- Executed various **automation & regulatory enhancements** for Banking processes; '**Straight Through Processing**' rate of confirmation transactions **increased by 5% in a month**
- Analyzed day to day pricing operations of financial instruments & leveraged Six Sigma tools to identify improvement opportunities; led to **reduction in Full Time Equivalents (FTEs) by 17%**

**Accenture** **Senior Programmer** **Aug'09- May'11**

Part of Quality Assurance team

- Formulated Test Scenarios and Test Scripts for reporting functionalities in SAP 7.0 for a leading energy client
- Conducted Functional and Regression UAT
- **Promoted to Software Engineer in the first year of joining** the organization on account of high performance

**KEY SKILLS:** Agile, Scrum, MS Projects, MS Visio, JIRA, SDLC, UAT, HP Quality Centre, SharePoint