NIDHI GUPTA
+91-8452992721, nidhi1987.gupta@gmail.com

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, Python, A/B Testing, MS Projects, MS Visio, JIRA, SDLC, UAT, HP Quality Centre,