

GAURAV MATHUR

TOGAF® 9, PMP®, CSM®, MBA

Mobile: +91.9910073564

Email: gauravdm@gmail.com

LinkedIn: [linkedin.com/in/gauravdm](https://www.linkedin.com/in/gauravdm)

Location: New Delhi, India

TRAINING & CERTIFICATIONS

Generative AI (Gen-AI)

Genpact certified 2023 (Intermediate)
Jun 2023

TOGAF 9 Certified

The Open Group (Certification #164699)
Oct 2022

Certified Scrum Master (CSM)

Scrum Alliance (Member ID: 1023080)
Dec 2019

Project Management Professional

PMI (PMP® #1610535)
May 2013

Situational Leadership (SL II)

The Ken Blanchard Companies
Oct 2014

EDUCATION

Post Graduate Certificate in Technology Leadership and Innovation

Massachusetts Institute of Technology (MIT xPRO), USA
April 2023 – Dec 2023 (in progress)

Post Graduate Diploma in Business Management (PGDBM)

Narsee Monjee Institute of Management Studies (NMIMS) Global Access - School for Continuing Education, Mumbai
2017 – 2019

Bachelor Of Engineering | Electronics & Communication Engineering

University of Rajasthan
2001 – 2005

AWARDS & ACHIEVEMENTS

Genpact

- Gold award, 2022

Wipro Limited / Aight Solutions

- Annual Platinum Award 2020, 2019, 2018, 2017

AON Hewitt

- Annual Platinum Award
- Gold Award for Client Value
- Business Group Recognition
- Benefits Mastermind

PROFILE

A highly accomplished professional with a strong educational background in Business Management and Engineering, complemented by certifications in TOGAF 9, CSM, and PMP, and a proven expertise in Program and Project Management. Throughout my career, I have consistently demonstrated a track record of delivering exceptional value and operational excellence. My focus on clients, processes, and people has granted me a profound understanding of handling large-scale complex projects with multimillion-dollar revenue streams. I have successfully consulted clients on leading technologies, providing cost-effective solutions, meeting their strategic objectives.

Aspiring to be a transformation leader with an unwavering passion for driving organizational change through cutting-edge technology solutions, robust processes and engaged workforce. Leveraging my 17 years of invaluable experience in leadership positions across Global Operations, Client Service Delivery, Technology transformation, and Organization strategy, I aim to spearhead critical initiatives and revolutionize business processes for enhanced efficiency and growth.

WORK EXPERIENCE

Genpact India Private Limited

Assistant Vice President • Gurgaon • Dec 2021 – Present

- Leading strategic projects, enabling sales and operations to drive value led business by driving scalability of Next-Gen Commercial Models
- Spearheading the development and implementation of commercial strategies for global accounts within the Insurance sector
- Providing expert advisory support on sales opportunities, shaping output and outcome-based commercial models
- Collaborated with consultancy firm BCG to design and refine strategic initiatives, leveraging their outside-in perspective on commercial excellence
- Creating client-facing collaterals, including enablement materials, RFP responses, and compelling case studies to showcase the value proposition
- Devised and executed a comprehensive corporate communications strategy to effectively communicate the commercial model planning, resulting in the most successful communication campaign for the year 2022
- Overhauling training content to align with market-oriented strategies for commercial operations

Wipro Limited

Sr. Practice Manager • Gurgaon • Sep 2018 – Dec 2021

Client Delivery & Management

- Successfully led global operations, effectively utilizing in-house and co-sourced technology and platforms
- Developed and managed architecture designs for various projects
- Demonstrated expertise in delivering large-scale complex projects, including annual/open enrolments, acquisitions, divestitures, and conversions
- Consulted clients on innovation and new technologies and supported their long-term strategic objectives
- Proactively established routines and frameworks to drive operational improvements, consistently meeting client and organizational SLAs
- Effectively communicated with stakeholders on financials, delivery progress, and key milestones

ACS (now Conduent Inc.)

- Gold Award for Client Implementations

University of Rajasthan

- Second Prize, National Level Paper Presentation on RFID, Mar 2004

KEY SKILLS

- Portfolio Management
- Program / Project Management
- Global Operations Management
- Client Service Delivery
- P&L Management
- Stakeholder Management
- People Management
- Business Strategy
- Thought Leadership
- US Benefits Administration
- Understanding of Enterprise Architecture
- Essentials of AI, Gen-AI, ML
- Advanced Excel & PowerPoint
- Tableau, Power BI, SQL
- Excellent Communication Skills
- Content Writing

INTERESTS

- Reading
- Philately (collecting postal stamps)
- Travelling
- Photography
- An ardent Cricket fan
- Blogging and writing content (www.exploretheunexplored.in)

PERSONAL INFORMATION

Location: New Delhi

Nationality: Indian

Languages: English, Hindi

CONTACT

Mobile: +91.9910073564

Email: gauravdm@gmail.com

LinkedIn: [linkedin.com/in/gauravdm](https://www.linkedin.com/in/gauravdm)

Leadership

- Developed and executed strategic plans for transformation and continuous improvement initiatives
- Successfully implemented agile methodologies to streamline processes and enabling faster project turnaround times
- Maintained a strong focus on cost reduction
- Played a pivotal role in coaching and mentoring aspiring leaders, providing guidance and support in their professional development journeys
- Maintained a keen awareness of global trends, closely monitoring competitor and industry developments to identify potential opportunities and risks
- Led and managed a diverse team of 60+ professionals, front-line managers

Automation & Innovation

- Successfully led a project to streamline and automate manual operational processes, affecting over 100 clients.
- Played a crucial key stakeholder role in solution design and implementation
- Leveraged Wipro's cognitive automation platform, HOLMES
- Took full ownership of leadership and stakeholder communication between Wipro and Alight, addressing milestones, risks, issues, and priorities
- Demonstrated exceptional leadership skills in achieving significant y-o-y cost savings of \$3 million through the project

Alight Solutions

Sr. Benefits Manager • Gurgaon • Jun 2017 – Aug 2018

- Led service delivery for multi-service clients, focused on project delivery, continuous improvement, and client experience
- Orchestrated seamless coordination among support teams, shared services, and third-party vendors to ensure smooth operations
- Successfully executed innovation and process improvement projects
- Consulted clients on technology, providing the latest, cost-effective solutions
- Collaborated closely with domain and solution leaders to influence strategic decisions and deliver tangible outcomes
- Drove improvement of the team and managers' performance through coaching, motivation and driving SMART goals

Aon Hewitt

Lead System Analyst • Gurgaon • Jun 2012 – May 2017

- Successfully implemented benefits administration system for multiple clients
- Coordinated work with support teams, shared services and third-party vendors
- Accessed risk, developed and communicated risk mitigation strategies
- Executed scope/pricing analysis and prioritized change order requests
- Owned the maintenance, reduction and reporting of production defects
- Reward & recognition, appraisals, promotions, leave/absence management
- Partnered with the learning and development team to impart technical, process oriented, project management and leadership training to delivery teams. Trained more than 500 colleagues

ACS, a Xerox Company (now Conduent Inc.)

Lead System Analyst • Noida • Dec 2008 – Jun 2012

- Systems analysis, creating and analysing technical specifications
- Project managed operations and monitored project SLAs

Hewitt Associates

Functional System Analyst • Gurgaon • Feb 2006 – Dec 2008

- Complex system analysis, implementation, manual testing and debugging