

Gagan Mehra

Expert Delivery Leader - BFSI / AI Driven Digital Transformation

SUMMARY

A seasoned software engineering leader with over two decades of global industry experience specializing in BFSI, AI-driven digital transformation, and Salesforce. Has an agile and DevOps-focused engineering background with a strong understanding of end-to-end AI workflows. Boasting a history of significant contributions in DevOps pipeline optimizations, cloud technologies, and AI model monitoring. Expertise in navigating complex project management within Agile frameworks. Proven success in leading high-impact AI transformation projects, ensuring scalability and operational excellence. Technical skills include AWS Cloud, Agile + DevOps Integration, and Salesforce, alongside proficiency in implementing Generative AI and LLM solutions.

TECHNICAL SKILLS

Main Technical Skills	Project Management
AI & Machine Learning	AI
Methodologies, Paradigms and Patterns	Agile
Deployment, CI/CD & Administration	DevOps
Project Management & Administration	Project Management
Other Technical Skills	Delivery Management

WORK EXPERIENCE

Delivery Leader - BFSI / Salesforce / AI Driven Digital Transformation, AI Driven Digital Transformation

Duration: 10/2011 - 07/2024

Summary: Led enterprise-wide DevOps transformation initiatives integrating CI/CD practices, designed scalable DevOps pipelines, built automated observability frameworks, and streamlined AI model monitoring.

Responsibilities: Oversaw DevOps transformation, designed pipelines, integrated CI/CD practices, built observability frameworks, streamlined AI model monitoring.

Technologies: AI, DevOps, CI/CD, Salesforce



Director, Company Foundation and Expansion

Duration: 06/2009 - 07/2011

Summary: Founded an IT & BPO firm, scaled to 60 employees, led delivery, and handled presales consulting and project planning for key clients.

Responsibilities: Founder, delivery lead, presales consulting, project planning.

Technologies: IT Services, BPO

Senior Project Manager, Project Management and Delivery

Duration: 12/2006 - 06/2009

Summary: Managed projects for Telecom and BFSI, drove project delivery and profitability for ATT US, led project management initiatives enhancing service quality.

Responsibilities: Project management, drove delivery and profitability, service quality enhancement.

Technologies: Telecom, BFSI

Project Manager, BSS Solution Architecture and Delivery

Duration: 09/2005 - 12/2006

Summary: Contributed to BSS presales consulting, solution architecture and managed risk analysis and delivery for telecom clients.

Responsibilities: Presales consulting, solution architecture, risk analysis and delivery management.

Technologies: BSS, Telecom

Senior Lead, Quality Management and Audits

Duration: 02/2005 - 09/2005

Summary: Managed project planning, risk mitigation, and led audits while ensuring quality management and customer satisfaction.

Responsibilities: Project planning, risk mitigation, metric planning, audits leadership, quality management.

Technologies: QMS, Auditing

Associate Manager, Offshore Team Support

Duration: 09/2003 - 2/2005

Summary: Focused on solution preparation for the offshore team, work assignments, and query resolutions.

Responsibilities: Prepared LLDs, delegated work, and resolved offshore team queries.

Technologies: HLD, LLD, Offshore Coordination

Team Lead, Client Change Requirement Solutions

Duration: 02/2002 - 08/2003



Summary: Evaluated client change requirements and provided solutions, delegated work, and assisted on the technical front.

Responsibilities: Client requirement analysis, solution delivery, technical assistance to team.

Technologies: Client Interaction, Technical Support

Team Lead, Change Requirement Analysis

Duration: 09/1997 - 2/2002

Summary: Understood change requirements and provided relevant solutions within the team.

Responsibilities: Change requirement analysis and solution provision.

Technologies: Change Management

Lead, AI Driven Digital Transformation

Duration: Not provided

Summary: Drove the identification and review of business opportunities, transformed them into technical requirements, and collaborated with business leaders for end-to-end AI workflow implementation.

Responsibilities: Lead team for business opportunity identification and review, technical requirements transformation, end-to-end AI workflow implementation.

Technologies: AI, Workflow Development, Data Analysis

Not provided, Wealth Management

Duration: Not provided

Summary: Managed multiple projects related to regulatory reporting in the US & UK, with a key role in customizing the FinArch tool and managing enhancements and tool upgradation.

Responsibilities: Regulatory reporting project management, FinArch tool customization, tool enhancement and upgradation interaction.

Technologies: Regulatory Reporting, FinArch

Not provided, Salesforce Project Management

Duration: Not provided

Summary: Led Salesforce COE, managed proposals, budgets, tracking, rebalancing, and documentation, while applying Agile methodologies.

Responsibilities: Managed Salesforce COE, proposals, budgets, tracking, rebalancing, documentation and applied Agile principles.

Technologies: Salesforce, Agile, Scrum

EDUCATION

- **MBA**
- Amity University, Noida
- 2009 - 2009

- **Bachelor of Engineering**
- DCRUST, Murthal, Sonapat
- 1997 - 1997

CERTIFICATION

- **AI For Leaders by IIT Madras**
- A specialized course focusing on AI leadership and strategies
- 2025
- **CSQA**
- Conducted by QAI, Florida
- 2003
- **Hogan Product**
- Conducted by CSC, Dallas
- 2002
- **Green Belt**
- Trained and Tested in Genpact
- 2012
- **P&C Insurance Training**
- Conducted by Genpact
- 2015
- **SFDC training**
- Conducted by Genpact
- 2021
- **Financial Management (Capital Market)**
- From NIFM, Delhi
- 2024

