

# 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

<b>Main Technical Skills</b>	Project Management
<b>AI &amp; Machine Learning</b>	AI
<b>Methodologies, Paradigms and Patterns</b>	Agile
<b>Deployment, CI/CD &amp; Administration</b>	DevOps
<b>Project Management &amp; Administration</b>	Project Management
<b>Other Technical Skills</b>	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

