

AMAR N GUPTA

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PROFESSIONAL SUMMARY

A results-oriented change leader with 15+ years of experience in complex program delivery, and cross-functional transformation initiatives. Recognised for blending technical expertise with business acumen to deliver cross-industry, global change and transformation programs that drive business value. Successfully led large global teams in a matrix environment while ensuring high performance, quality, and stakeholder satisfaction. Combines structured program governance with agile execution, and maintains a strong customer-centric approach throughout the project lifecycle.

Possesses a strong understanding of IT outsourcing/delivery models, procurement, vendor and contract management. Led the development of PMO (Project Management Office) capability and CDO (Change Delivery Organisation) practice for cross-functional services.

A demonstrated history of success across retail, banking, insurance, energy, e-commerce and technology sector

EDUCATION

Bayes Business School, London, UK	MBA	2018 – 2019
JSS Academy of Technical Education, India	B.E. Computer Science (Honours)	1998 – 2002

CERTIFICATION

- PRINCE2 Agile - Foundation and Practitioner
- Google Cloud Certified - Cloud Digital Leader
- PMP® (PMP Number# 1405730)
- ServiceNow Certified System Administrator
- ITIL 4 Foundation
- Certified SAFe 5 Agilist
- Enterprise Design Thinking Practitioner certification
- IBM Agile Explorer certification

SKILLS & COMPETENCIES:

- Transition and Transformation framework - HCL's ASSeT, Hexaware's TransX
 - ServiceNow ITSM Core Modules | CSDM/CMDB | ITOM | Employee Self-Service Portal | GRC IRM
 - Financial Management | Programme Budgeting/Forecasting | P&L Management | Resource allocation
 - Product Engineering Leadership | Stakeholder Management | KPI Tracking, Analytics & Reporting (Power BI, Power Pivot, ServiceNow Reporting)
 - Agile & DevOps Practices | Software Development Lifecycle | Project Management Tools (e.g., MS Project, Azure DevOps, Jira, MS 365) | Design Thinking
 - Proven track record of upselling and cross-selling to grow an account
 - RDBMS (e.g., Progress, SQL) | Scripting Language (e.g., JavaScript)
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PROFESSIONAL EXPERIENCE

HEXAWARE TECHNOLOGIES LTD., London, UK

Jan 2024 – Present

Programme Manager (Finance, HR and Field Management Services)

- Delivered a strategic shift-left transformation roadmap through ServiceNow, identifying automation-led savings of 10% and productivity gains of 30%
- Developed and maintained master schedules and governance structures, enabling transparency across interdependent work-streams
- Successfully designed and delivered process improvements in the Finance services, improving period-end closure time by 90%
- Partnered with the Programme Director to influence annual budget planning
- Designed and implemented service model, addressing complexity, scope uncertainty, and evolving priorities
- Oversaw solution architecture and delivery roadmaps, advising on trade-offs, dependencies, and design constraints across systems
- Guided stakeholder alignment through detailed cost-benefit analysis, change impact assessments, and operational risk review
- Proactively addressed delivery ambiguity through iterative planning and structured steering reviews.
- Championed team mentoring and onboarding sessions, promoting programme consistency and culture of collaboration.
- Drove stakeholder training, process transition, and BAU handover for end-user support innovations
- Successfully managed transition and redesign of services delivered using the ERP, NetSuite, improving reporting and support processes

HCL TECHNOLOGIES LTD., London, UK (on contract)

Nov 2019 – Nov 2023

Sr. Programme Manager/Programme Director

- Established a PMO function and agile delivery model for a large financial client
- Successfully developed and scaled a CDO (Change Delivery Organisation) practice with an annual revenue of \$12m
- Championed customer success by aligning delivery outcomes to client growth metrics, improving satisfaction and repeat engagement (new business of £1m)
- Recognised for pre-sales excellence “Exceptional Performance - Pre-sales Support”, and closing three net-new transformation deals of medium-to-large-size (\$500k - \$2m)
- Developed comprehensive stakeholder engagement plans, building trust across business, engineering, product, and leadership communities
- Led engineering teams in the development of digital workplace solutions and ITSM platforms, ensuring adherence to quality, cost, and delivery standards
- Facilitated workshops and programme storyboarding sessions to align on benefits, outcomes, and key risks.
- Created compelling business cases and change communications to drive engagement and buy-in at all levels.
- Partnered with the training function to assess skill gaps and deliver onboarding, coaching, and post-implementation support to ensure sustainable BAU transitions
- Successfully managed a complex ServiceNow transformation programme using the HCL ASSEt framework, involving implementation of core ITSM modules and integration with various native monitoring toolset
- Implemented program controls and tracked engineering KPIs, driving data-driven decisions and improving delivery efficiency by 20%
- Successfully delivered a \$6.4 million complex Digital Workplace and cloud transformation programme, spanning 10+ tools and platforms
- Oversaw the design and implementation of the SIAM function to streamline IT services across 9+ vendors
- Designed and implemented performance dashboards using MS Excel for operational visibility and KPIs

Global Service Owner - Digital Transformation

- **Led a global portfolio of Digital Workplace Services**, building both operational and technical readiness across regions by aligning capabilities with business needs, customer feedback, and data-driven performance metrics to enable continual service improvement
- **Architected and executed a strategic digital transformation roadmap**, collaborating with cross-functional stakeholders—including service owners, developers, and engineers—to automate support processes, pilot innovative solutions, and establish new agile operating models for IT support teams
- **Designed and operationalised a Global AV (Audio/Video) Operating Model**, integrating AR/VR monitoring tools and automated task workflows, resulting in a 20% increase in proactive resolution rates and significant cost optimisation through offshore, nearshore, and onshore delivery hubs
- **Reduced the global IT support footprint by over 50%** by introducing virtual myIT bars (via ServiceNow) and deploying physical drop-off centres, enabling remote support during the pandemic and improving access to expert assistance for end-users
- **Designed and implemented a global self-service solution** that empowered users to resolve frequently recurring issues independently—reducing device hygiene-related incidents by 10%
- **Drove transformation adoption through stakeholder engagement**, campaign management, and training initiatives, achieving a 20% increase in usage of self-help platforms across user and IT support communities
- **Co-developed and deployed a PC Health Check service** using ServiceNow as a proactive diagnostic channel, enhancing user experience and increasing preemptive issue resolution by 8% across the enterprise
- **Enhanced last-mile support delivery** by deploying Smart Locker infrastructure at low-staffed sites, reducing operational expenditure (OPEX) and elevating end-user experience through faster and more reliable device access.
- Created project artefacts including SoWs, dependency logs, and stakeholder communication frameworks.
- Developed and implemented project performance metrics tracking system, leading to better delivery predictability and performance

BAYES BUSINESS SCHOOL, London, UK

Sep 2018 – Oct 2019

MBA Student (Full-time)

- Consulted for Fintricity that has developed a blockchain-based business model to improve the reach and liquidity of the real estate investment market through tokenisation by completing in-depth market and technology research and providing recommendations on how to successfully launch the digital platform
- Consulted for an Ireland based travel company that was planning to enter Hop-on, Hop-off market by completing market research and supplying recommendations to strengthen its strategic position
- Received recognition for the strategy consulting report prepared for an asset management company by delivering in-depth market analysis and recommendations to address their growth challenge
- Delivered report to a premier league football club after analysing the operational inefficiencies faced by the stadium on a game day, provided recommendations to fix the issues and to increase revenue/profit

IBM INDIA PVT. LTD., Noida, India

Oct 2016 – Aug 2018

Project Manager (Role: Lead Project Manager)

- Provided leadership and mentoring for a team of 10-15 project managers, enhancing delivery maturity across accounts
- Successfully managed delivery for 10+ infrastructure projects; ensured program delivery compliance via regular audits and scope checks
- Improved a critical project's financial position by re-baselining requirements and implementing CR worth 400+ hours

HCL TECHNOLOGIES LTD.

Jul 2013 – Sep 2016

Associate General Manager, Greater Noida, India

Jan 2016 – Sep 2016

- Led \$2 million Canadian Transition & Transformation project (process automation and implementation of IT Service Management processes using ServiceNow) by managing customer demands resulting from last minute major scope changes, saving company from penalties on missing go-live milestone and obtaining customer approval for new business worth CAD 0.5 million
- Awarded "Certificate of Appreciation - Excellent Contribution" for on-time delivery of strategic project

Group Project Manager, Dallas, USA

Jul 2013 – Dec 2015

- Delivered transition & transformation projects for North American clients valued between \$0.3M–\$6.7M, covering ServiceNow, ITSM, and process automation
- Delivered 30%+ profit margins through structured project planning and close client engagement

COFORGE, Atlanta, USA

Project Manager

Jan 2011 – Jun 2013

COFORGE, Gurgaon, India

Technology Consultant

Feb 2007 – Dec 2010

NTT LTD., Greater Noida, India

Sr. Software Engineer

Feb 2006 – Jan 2007

COFORGE, Delhi, India

Systems Executive

Feb 2005 – Feb 2006

JK TECHNOSOFT, Noida, India

Software Engineer

Nov 2003 – Jan 2005

AANCHAL COMPUTERS LTD., Delhi, India

Trainee Software Engineer

Jul 2002 – Oct 2003