

GURU PANDIT

IT Project and Program Delivery | Tech Strategy | Ex NTT DATA, Deloitte, Dyson

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Professional Summary

An accomplished IT Program and Delivery Manager with a proven record of shaping bold technology strategies, driving large-scale digital and infrastructure transformation programs, and launching global platforms.

Commercially astute with strong analytical insight across diverse industries; expert in leading large multi-disciplinary cross-functional teams, liaising with global stakeholders and reporting up to C-level, to deliver innovative and complex technology initiatives.

20+ years of experience leading projects in eCommerce, CRM, ERP, SaaS, and DevOps, and now leveraging Gen AI to deliver business growth and better customer experience.

Achievements

- **Global Rollout:** Led a £3.5m migration of on-premises Magento to Adobe Commerce Cloud across 35 markets in 18 months, boosting uptime to 99.9% and cutting costs by 30%.
- **Using AI for PoC:** Led a Gen AI RegTech PoC for regulated firms to submit Financial Reports to the Regulator (FCA).
- **CRM Launch for Global Automotive:** Spearheaded JLR's first Salesforce CRM launch across India, Singapore, and Japan, securing expansion contracts for multiple new geographies.
- **Frm IT Delivery to New Business Development:** Transitioned a complex Track-&-Trace suite from third-party to in-house in 3 months, saving a Cash-in-Transit client £500k annually.

Core Competencies

- **Program & Product Management:** Highly skilled in end-to-end product lifecycle management – Steering multiple workstreams to take an idea to launch and operations, whilst managing a portfolio of projects at different levels of SDLC.
- **Data Management & Governance:** Good knowledge of Data quality, integration, migration and GDPR
- **Stakeholder Management:** Experienced in managing global stakeholders, aligning and setting expectations up to C-level managing conflicts by ensuring transparent communication.
- **Delivery Methodologies:** Agile Scrum, Kanban, SAFe; PRINCE2, MSP, Waterfall, or hybrid combinations
- **Global Team Leadership:** Building, scaling and mentoring distributed cross-functional delivery teams
- **RAID:** Proactive identification, mitigation and escalation of risks and issues, whilst following standard processes.
- **ITIL:** Expert in ITIL-driven change and release management process, ensuring stable, secure, and controlled IT delivery.
- **Cloud:** Good understanding of AWS, Azure and modern engineering practices.
- **AI:** Transformer Model framework and applications (Getting equipped for AWS AI certification)

Industries & Clients

- **Telecom:** Orange UK, Meteor Ireland, Telefonica O2 UK, giffgaff UK, Telstra Australia
- **Automotive:** JLR Global, Nissan Global
- **eCommerce:** Dyson Technologies, Palm Leaf
- **Insurance:** Tokio Marine RJ Kiln - London Market
- **Logistics:** TNT, Loomis (Cash in-Transit)
- **Public Sector:** FCA, Ministry of Defence

Technical Skills

- **PM Tools:** Jira, Confluence, MS Project, Trello
- **Platforms:** Adobe Commerce, Shopify
- **Cloud:** AWS & Azure (Working Knowledge)
- **CRM:** Salesforce, Dynamics
- **Ops Monitoring:** Service Now, New Relic
- **Programming Language:** Java, C, JavaScript
- **Data & Analytics:** SQL, Oracle, MongoDB

Education

- Executive MBA – Marketing / Corp Finance
Warwick Business School, UK
- Bachelor of Engineering, Information Science
Bangalore University, India

Certifications

- Managing Successful Programs (2016)
- Agile Scrum Master (2014)
- PRINCE2 Practitioner (2010)
- LLM and Generative AI (2025)

Relevant Professional Experience (Last 10 Years)

Sr IT Consultant – Tech Delivery | Aqualeo Digecon, UAE | Feb' 25 to Present

Program and Delivery Management consultant bringing business change to small and medium organisations. Working with Clients to launch their CRM, eCommerce and ERP portals.

Platform Lead – Adobe Commerce | Dyson Technologies, UK | Jan' 20 – Dec' 24

Directed the global implementation of a new Adobe Commerce / Magento ecosystem for Dyson, impacting tens of thousands of customers across 30+ markets.

- Responsible as the Subject Matter Expert from ideation to hypercare: shaping the business case, selecting suppliers, defining tech stack and delivery approach to build migrate fragmented 30+ codebase into one codebase and one org on Adobe Commerce Cloud.
- Coordinated with 100+ stakeholders and partners across global markets, engineering, security, and operations.
- Owned cutover and go-live governance, including multi-country release planning, rehearsed cutover runbooks, and risk/issue management.
- Improved customer-services with faster page-flow and an AI-chatbot designed to deliver quick answers.
- Oversaw refactoring of legacy features, integration and upgrade of multiple plugins, infrastructure migration, and full test lifecycle (functional, performance, security), ensuring stable launches and successful adoption in each market.

Highlight: Uptime improved significantly from 95% to 99.9%, YoY infra cost reduced by 30%.

Project Manager - RegTech | Financial Conduct Authority (FCA) | London, UK | 2018-19

Delivered RegTech PoC or Art-of-Possible for FCA & Bank of England, alongside many London based Banks, that used **Generative AI - LLMs** to create a Digital Regulatory Reporting **Project Findings** [Link](#)

Led enterprise-wide Microsoft 365 rollout at FCA, ensuring seamless adoption and minimal disruption

Agile Delivery Manager | Capita, MoD, Netcompany | Reading, UK | 2017 – 2018

Implemented a new governance framework for Target Operating Model (ToM) whilst delivering Hypercare for Defence Recruitment System. Managed Agile Teams as a Scrum Master for periodic releases and liaised with stakeholders from armed forces. Ensured strict compliance and "right first time" delivery.

Sr Consultant | Deloitte UK | 2016 - 2017

Led the delivery teams on build, QA and cutover for AEM Web Configurator for Nissan, Renault, and Dacia. Ensured cross-team collaboration across global partners. Managed the Americas' go-live whilst ensuring quality delivery from the outsourced teams.

Further Experience (Since 2000)

2015-16: Sr Engineering Manager - CRM Transformation - Jaguar Land Rover / NTT DATA

Responsible for End-to-end build and configuration of Salesforce CRM for Sales Cloud and Marketing Cloud across global markets to deliver the new CRM system. Supported product backlog prioritisation, aligned global stakeholders to agree one-scope, coached Agile practices. Steered the multi-market rollout of Opportunities management.

2013-14: Agile Project Manager - giffgaff (Telefonica) / NTT DATA | London, UK

Delivered multiple high-value projects at giffgaff, including 4G launch, Data Fair Usage Policy, first Android app, EU roaming compliance, and pricing changes. Enhanced customer experience and regulatory alignment. Managed the launch of the eCommerce portal for selling New and Renewed Handsets.

2012-13: Engineering Manager - Tokio Marine Kiln (Insurance) / NTT DATA | London, UK

Delivered Claims System using the industry leading product FINEOS, and its integration to SAP BI Reports, coordinating internal Java/ETL teams, actuaries and external vendors, from initiation to operational acceptance.

2011-12: Transition Manager | Loomis / NTT DATA | Warwick, UK

Transitioned Loomis's mission-critical Track-and-Trace application 3 months from a 3rd party vendor to the NTT DATA Team; led 12 .NET developers with Agile Scrum to deliver monthly enhancements, exceed SLAs, and stabilised operations across 28 UK branches.

2010-11: Delivery Lead & Client Partner | TNT Express ICS / NTT DATA | Ashby, UK

Managed TNT Express B2B systems across 26 countries; improved delivery governance using Agile scrum methodology, doubled team from 20 to 42 in 6 months, and secured significant revenue growth.

2008-10: Project Manager | Orange PCS UK (Now EE) / NTT DATA | Bristol, UK

Managed £100k–£1m Orange projects; delivered B2B sales system and billing enhancements, turning a break-even project profitable, and sustaining NTT DATA revenue in a complex multi-vendor environment.

2007-08: Offshore Delivery Manager | Meteor Telecom, Ireland / Keane | Bangalore, India

Grew Meteor account from 2 to 30 personnel in one year; won 6 outsourced projects, introduced Agile delivery to client, and built client confidence in onsite-offshore collaboration.

2006-07: Offshore Delivery Manager | Orange PCS UK / Keane | Bangalore, India

Delivered Orange's HUM module with 20 developers in 4 months; introduced Agile Scrum, continuous integration, and open-source tools, boosting productivity, margins, and setting the benchmark for Keane's Agile adoption.

2005-06: Build & Release Manager | Telstra Australia / Caritor Inc | Melbourne, Australia

Customised MyNetonomy, developed deployment scripts with ANT/UNIX, packaged Java/Oracle releases, supported UAT/operational testing, and administered Sun App Server, Oracle Database, and Subversion for successful production rollouts.

2000-05: J2EE Software Developer | Multiple Clients / Caritor Inc | Bristol, & Bangalore