GURU PANDIT

Tech and Product Strategy, Project and Program Leadership, Digital Transformation | Ex NTT DATA, Deloitte

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SUMMARY

Technology-focused IT and Management consultant with over 20 years' experience in leading high-value digital and infrastructure transformation programmes across the UK and international markets. Demonstrated expertise in Change Management, Project Delivery, CRM/ERP rollouts, Adobe Commerce Suite, Cloud Migration, Systems Integration, SaaS & DevOps, Software and Service Delivery.

Recognised for building and scaling high-performing nearshore and offshore cross-functional teams, leading a comprehensive change initiative with 30% cost-saving and 99.9% uptime of high-value systems, while fostering strong relationships with C-suite executives and key market stakeholders.

MY VALUE PROPOSITION

My expertise lies in bridging technology with business value. I grow client engagements, optimise delivery models, and scale high-performing teams across regions. By aligning programmes with strategic goals, I accelerate innovation, enhance customer experience, and endeavour to unlock new revenue opportunities for the company.

PROFESSIONAL EXPERIENCE

Program Director

Aqualeo Digecom | Dubai, UAE | Feb 25 to Present

- Business Development for providing IT outsourced services for digital transformation, eCommerce and digital marketing.
- Provide factional consultancy for Project and Program leadership to technology delivery to small and medium clients.

Platform Lead and Delivery Manager

Dyson Technologies | Malmsbury, UK | Jan' 20 - Oct' 24

- Directed a £3.5M+ global digital transformation programme, consolidating 30 codebases into a single Adobe Commerce Cloud platform across 30+ markets.
- Delivered 99.9% uptime and 30% infrastructure cost savings.
- Led the Stakeholder and vendor governance, change management, within a multi-region infrastructure environment.

Project: eCommerce Portal Link

ACHIEVEMENTS

🌐 **Global Rollout**

Led £3.5m migration of Magento to Adobe Commerce Cloud across 35 markets in 18 months, boosting uptime to 99.9% and cutting costs by 30%

🤝 **CRM Launch for Global Automotive**

Spearheaded JLR's first Salesforce CRM launch across India, Singapore, and Japan, securing expansion contracts for multiple new geographies.

🚀 **Delivery to 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.

🥇 **Optimised Public Sector Delivery**

Reduced the Hypercare spend by 50% for a Public Sector client, by adopting better TOM design, and delivering "right first time".

INDUSTRIES & CLIENTS

- **Telecom:** Orange UK, Meteor Ireland, Telefonica O2 UK, giffgaff UK, Telstra Australia
- **Automotive:** JLR, Nissan
- **eCommerce:** Dyson, Palm Leaf
- **Insurance:** Tokio Marine RJ Kiln
- **Logistics**: TNT, Loomis (Cash in-Transit)
- **Public Sector**: FCA, Ministry of Defence
- **3rd Sector**: Great Ormond St Hospital Charity

CORE COMPETENCIES

- **Programme & Project Delivery Leadership**
  End-to-end lifecycle management across multiple work-streams for digital and business change.
- **Client Relationship & Stakeholder Management**
  Managing C-level stakeholders, aligning expectations, and ensuring transparent communication to drive.
- **Agile & Hybrid Delivery Methodologies**
  Agile Scrum, Kanban, SAFe; PRINCE2, MSP, Waterfall Development, or a combination
- **Global Team Leadership**
  Building, scaling and mentoring distributed

Project Manager

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

- Delivered RegTech PoC with FCA & Bank of England, using LLMs to streamline 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 Army, Navy and Airforce.
- Ensured strict compliance and "right first time" delivery.

Sr Consultant (Technology Application Delivery)

Deloitte UK | London, UK | Jul-2016 to Aug-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 vendor and outsourced teams.

CRM Transformation Programme Lead

Jaguar Land Rover / NTT DATA | Birmingham UK | 2015 - 2016

- 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, and coached Agile practices.
- Steered the Opportunities management to production in multiple geographies within 6 months of project initiation.

Agile Project Manager

giffgaff™ (Telefonica) / NTT DATA | Uxbridge UK | 2013 - 2014

- 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.
- Supported the launch of the Handsets project as one of the only 2 project managers at the startup.

cross-functional delivery teams

- **Cloud & Technology Expertise**
  AWS, Azure, GCP, modern engineering practices. Migration from on-premises to Cloud Solutions including SaaS, PaaS and IaaS.
- **eCommerce & Architecture Delivery**
  Driving the architecture, design and delivery of Retail/CPG transformation programmes.
- **Data Management & Governance**
  Data quality, integration, migration and lifecycle management.
- **Risk & Issue Management**
  Proactive identification, mitigation and escalation whilst following RAID process.
- **Change and Release Management, ITIL**
  Experienced in ITIL-driven change and release management, ensuring stable, secure, and controlled IT delivery.

EDUCATION

- Executive MBA | Warwick Business School, UK
- Bachelor of Engineering | Bangalore University

CERTIFICATIONS

- Managing Successful Programs (2016)
- Agile Scrum Master (2014)
- PRINCE2 Practitioner (2010)
- Gen AI with LLM (Ongoing)

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

FURTHER EXPERIENCE

- **2012-2013: Project Manager | Tokio Marine Kiln (Claims Management) / 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.

- **2011-2012: 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.

- **2010-2011: Delivery Lead & Client Partner | TNT Express ICS / NTT DATA | Ashby-de-la-Zouch, 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.

- **2008-2010: 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.

- **2007-2008: 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.

- **2006-2007: 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.

- **2005-2006: 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.

- **2000-2005: J2EE Software Developer | Multiple Clients / Caritor Inc | Bristol, UK & Bangalore, India**

PASSIONS

- Trustee | *SHCA* Faith Charity – Azure Infrastructure & M365 Admin, Donations and Integration with Payment various methods, Planning and Managing Events for the Community.
- Founder | **Palm Leaf** (Eco-disposable-tableware) for parties and events & I Create - Art for youth