# Neeraj Mathur

Pune, India | +91 9986028419 | corpneeraj@gmail.com
linkedin.com/in/neeraj-mathur-49702716/
www.mathurneeraj.com

**TECHNOLOGY LEADERSHIP | DIGITAL TRANSFORMATION | SAAS PRODUCT DELIVERY | PROGRAMME MANAGEMENT | PROJECT MANAGEMENT | SERVICE DELIVERY |AI ML |**

## EXECUTIVE SUMMARY

**Technology and product delivery leader** with **20+ years** across SaaS, data platforms, product, service and start-up organisations. Has led teams of **up to 100**, translating business priorities into technology strategy, investment cases, architecture decisions and delivery roadmaps. Combines executive stakeholder engagement, acquisition integration, financial planning and service governance with AI-enabled transformation, scalable products, dependable releases and automation.

## CORE EXPERTISE

Business Value Prioritisation | Roadmaps & Product Delivery | SaaS Product Lifecycle
Budgeting & Forecasting | TCO | Vendor Governance | People Leadership & Mentoring
Architecture & Microservices | Agile / SAFe | Engineering Delivery KPIs | Cloud Modernisation
Data Engineering & Analytics | Cybersecurity & Compliance | Service Resilience

**Engineering Tools:** AWS / Azure / GCP | Java / Spring | React / Node.js | SQL | Docker / Kubernetes | CI/CD | QA Automation | DevOps | Code Security

**AI and Automation:** AI/ML | Generative & Agentic AI | AI Adoption & Integration | AI Assistants & Agents | MLOps & LLMOps | Azure ML Studio | Copilot Studio

## PROFESSIONAL EXPERIENCE




**Inspirational Group | Pune** Aug 2023 - Present
**Head of Business Technology**

Report to CTO; lead technology strategy, applications, cloud, data governance, security and supplier contracts, including GDPR assessments and investment and delivery priorities.

- Defined technology and AI roadmaps, investment cases and budgets; established a technical product management framework, annual operating/project forecasts and expenditure monitoring.
- Integrated IT landscapes across **three acquisitions**, consolidating systems and aligning group technology operations.
- Saved **£8,400** by migrating network file-share content to SharePoint Online and retiring the legacy service as part of technology rationalisation.
- Selected and implemented HubSpot CRM and Cypher LMS; migrated legacy data and users, mapped sales processes and established reporting and learning-programme capabilities.
- Built internal and client survey analytics using Microsoft Fabric and Power BI; automated employee, asset and resource-planning processes with SharePoint Online and Power Automate.
- Automated client proposal generation through Fathom–HubSpot–Claude integration; built Copilot chatbots for IT, HR and CMS and automated business processes using AI agents and Agentic AI.

**Pharmarack Technologies Private Limited | Mumbai** Feb 2022 - Aug 2023

**Vice President - Product Delivery**

Reported to Founder CEO; led a **25-person team** across supply-chain SaaS and data analytics. Vista Pharm Analytics served **40 clients**, analysing data across **900 pharmaceutical companies**.

- Owned engineering and client delivery for supply-chain order automation deployed to **four clients among the top 20 pharmaceutical companies**; governed design, MERN development, UAT and go-live.
- Delivered **six Pharm Analytics modules** with **100%** delivery compliance against agreed data analytics and supply-chain roadmaps; directed product strategy, data engineering and release planning.
- Improved MicroStrategy dashboard response time by **90%** through data-model redesign; supported ISO 27001 audit and product VAPT testing.

**BrandMuscle India Private Limited | Bengaluru** Aug 2018 - Feb 2022

**Director - Product Delivery**

Reported to EVP, Technology Engineering; led a **10-person engineering team** delivering MarketPort, a Java/Spring channel-marketing SaaS product serving **40 clients**.

- Directed design-to-deployment engineering and partnered with QA and DevOps on CI/CD; contributed to a **60%** improvement in QA productivity through Katalon regression automation.
- Drove Dockerisation and MySQL upgrades for scalability and portability; automated Jira workflows and integrations with Zendesk, NetSuite and Salesforce to improve product delivery and support operations.

**DeCurtis Software Solutions | Jaipur** May 2017 - Jul 2018

**General Manager - Delivery & Support Engineering**

Reported to Managing Director; led a **20-person** delivery and support team for a cruise-line customer-experience suite comprising **70 microservices**.

- Established production application and infrastructure support; coordinated releases across development, QA and client UAT with DevOps teams.
- Built the master product delivery plan, resource-allocation and capacity tracking, and executive reporting; strengthened SAFe/Jira governance and supported the product GDPR programme.

**Ericsson India Global Services | Bengaluru** Dec 2012 - May 2017

**IT Delivery Manager - IOT Utility** May 2016 - May 2017

**ICT Technical Product Manager** Jun 2015 - May 2016

**IT Delivery Manager** Dec 2012 - Jun 2015

- Owned portfolio roadmaps, backlog prioritisation, design approvals and business cases; developed annual project budgets and total cost of ownership (TCO) forecasts. Governed suppliers, service KPIs, continuity, recovery and delivery across the application lifecycle.
- Standardised IoT release and testing governance; introduced a Value Contribution KPI adopted globally by the line organisation.
- Led solution definition, design and implementation of production execution visualisation for manufacturing plants in Jaipur and Boras; contributed to application migration to private cloud.

**Unisys Global Services | Bengaluru** Dec 2006 - Dec 2012

**Program Manager** Mar 2008 - Dec 2012

**Team Manager** Dec 2006 - Mar 2008

- Managed **100 staff** through team leads across development, tools, automation and support; restored **two critical accounts** to green status through targeted remediation.
- Governed delivery cost, staffing and KPIs; introduced full-time equivalent (FTE) forecasting and shared-delivery cost initiatives. Automated management reporting, including headcount and actual billing across projects and competencies.

**EARLIER CAREER**

**Vinciti AQ Networks** Sep 2005 - Dec 2006
Network Engineer

**Khodays Contact Center** Dec 2003 - Sep 2005
Senior Support Engineer (Level II team)

**The Thar Dry Port (Inland Container Depot)** Dec 2002 - Nov 2003
Computer System Engineer

## EDUCATION

PCP, Blockchain | IIT Kanpur | 2023
PGP, AI & ML | The University of Texas, Austin | 2021
MBA, Information Systems | SMUDDE | 2013
BE, Electronics & Communication | Bangalore University | 1999

## CERTIFICATIONS

**Project Management:** PMI Certified project management professional.

**Data Analytics** – Data Analytics Foundation certification, IABAC and Google.

**Scaled Agile** - Leading SAFe 5 Agilist (5.0) Certified.

**Scrum** -- Scrum Alliance Certified SCRUM Product Owner**.**

**Enterprise Architecture** – The Open Group TOGAF 9.0 Certified.

**Cloud --** AWS Certified Solution Architect Associate**.**

**Java** -- Sun Certified Programmer for Java 2.0

**VMware** -- VMware Certified Professional 3.0

**MCTS --** SharePoint 2010 Admin, Config & Apps Development + Managing Projects with MS Project 2007**.**

**ITIL Masters --** Certified ITIL V3 Service Manager & ITIL Foundation V3.

**MCSE --** Microsoft Certified Systems Engineer (Windows 2000 & 2003).

**MESA COC GM** -- MESA International - MES/MOM Methodologies Certificate of Competence**.**

**Leadership Training** – Management Executive Improvement Program for Leadership Skills (6 Months).

**Management Training** -- Interviewing Techniques, Recruitment Solutions, Finance for Non-Finance Executives.

## IT SKILLS

| | |
|---|---|
| **Programming** | Core and Enterprise Java, Solidity, Python, Go Lang, VB & C#.Net. |
| **Web Design** | HTML, CSS, Java Script, Bootstrap, Photoshop & Flash. |
| **Web Development** | Django, Flask, Java Script, JQuery, React.js, Node.js and Node Express. |
| **Database** | MS SQL, My SQL, PostgreSQL, SQLite, MongoDB, and Redis. |
| **Cloud Platform** | AWS, Azure and GCP. |
| **Big Data & Analytics** | Hadoop, HDFS, Pig, Hive, HBase, Sqoop Power BI, Tableau, MicroStrategy 2021, Looker Data Studio and Looker. |
| **AI ML** | Azure ML Studio, Regression, Classification, NLP and AI Workflow Automation |
| **Blockchain** | Remix, Ganache, MetaMask, Truffle, Smart contracts, Chaincode, Geth, & Web3js. |
| **Agile Tools** | Jira (Site & Organization Admin), Quick Scrum & VSTS. |
| **PM Tools** | MS Project and HP PPM. |
| **DevOps Tools** | GIT, Jenkins, Docker, Puppet, Ansible & Kubernetes, BMC, Nagios and New Relic. |
| **Virtualization** | VMware ESX 3.0 & Virtual Centre Administration, MS Virtual Server. |
| **Scripting** | Windows Scripting (WSH, ADSI & WMI), PL SQL, Pearl & PowerShell**.** |
| **Share Point** | Custom development and server and site administration. |

## ANNEXURES

Annexure 1 – **Cover Letter**
Annexure 2 - **Techno Functional Skills**
Annexure 3 – **Corporate and Academic Projects**