

MEENAL GUPTA

Senior Manager/Consultant: Implementation Services & Business Analysis

15 years' experience Implementing SaaS based Products & Solution Delivery

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PROFESSIONAL SUMMARY

- With 15 years of experience implementing SaaS-based products, I specialize in expert solution delivery—planning, managing, and tracking activities, and translating them into high-quality requirements.
 - Spearheaded end-to-end Kaizen projects that led to overall cost savings of \$5 million and improved NPS scores by 40%, from 6.9 to 9.6, by mitigating anomalies, risks, and inefficiencies.
 - Chaired and facilitated meetings, workshops, and brainstorming sessions with key stakeholders across internal, third-party, and client teams, including Board Members and Executive Leaders.
 - Developed and designed internal workflows by identifying process gaps, and enabled automation solutions for various UK/US clients in regulatory reporting.
 - Managed a team of 10 members to enable design, build, testing, and deployment activities.
 - Exposed to a wide variety of Healthcare Insurance solutions and frameworks across US, UK, Europe, and APAC regions.
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WORK EXPERIENCE

Senior Manager , Mercer – A Marsh & McLennan Company, Noida, India

Sep 2020 - Present

Achievements

- Successfully delivered a business-critical & complex project worth £ 10 million within a tight schedule.
- Effectively negotiated activities with configuration team, which resulted in slashing delivery time by 40%. Developed solutions for Kaizen projects that contributed to a 69% increase in team productivity, exceeded goals by 2x, and drove 45% year-over-year business growth.

Key Responsibilities

- Acted as Senior Consultant for Healthcare Insurance implementation, overseeing benefit configurations and claims management strategy, and collaborated with internal teams, IT, third-party vendors, and cross-functional leaders to translate complex technical requirements into a coherent delivery plan, achieving measurable improvements in project outcomes.
- Served as the primary point of contact for clients across the UK, US, Europe, and APAC regions, facilitating communication and collaboration among cross-functional stakeholders to drive improvement in project efficiency.
- Actively resolved/mitigated/escalated the risks/issues which affect strategic delivery.
- Led project planning and management using Jira and SharePoint, communicated progress and KPIs through meetings and client syncs, achieved key milestones, and drove actionable initiatives to sustain team engagement and project advancement.
- Kanban dashboard reporting, conceiving road map with clients & stakeholders.
- Analyze and gather user requirements while identifying opportunities for continuous improvement.
- Engaged in solution design, proof of concepts (POCs), statements of work (SOWs), work packages, and change request estimation.
- Facilitated communication and alignment between business and tech teams, resulting in successful collaborative projects that met key deliverables.

Lead Analyst, Wipro Ltd.**Apr 2017 - Aug 2020****Achievements**

- Uplifted the client health from Red to Green by analysing workflows, identifying inefficiencies, & recommending optimization strategies.

Key Responsibilities

- Led requirement elicitation meetings using techniques like Interviews, Interface Analysis, Document Analysis.
- Created and maintained business requirements specification documents and Gantt Charts.
- Planned lifecycle analysis with change request management. Led end to end delivery of product renewal projects.

Functional System Analyst, Aon Hewitt**Apr 2015 - Mar 2017****Achievements**

- Awarded Aon GOLD Award (2 times) for solutioning & delivering implementation strategies that led to 5-year Contracts on multiple clients.
- Developed Excel Macros that reduced manual efforts in internal processes.

Key Responsibilities

- Created and maintained business requirement specification documents.
- Designed solutions for Benefit configuration including Benefit plans with costs and Healthcare Eligibility and worked with QA to perform test case for acceptance criteria and defect lifecycle management.

Test Engineer, Infosys**Mar 2011 - Mar 2015****Achievements**

- Awarded Organization -wide recognition with the Infosys INSTA Award for excellent work performance.
- Facilitated and enhanced the client UAT experience by conducting 100% of demos and walkthroughs, and capturing all defects during the QA phase of the project.
- Delivered Data Migration project with 100% accuracy by utilizing SQL queries and testing techniques.

Key Responsibilities

- Created and owned Traceability matrix and Test documents.
- Executed test scripts & formulated SQL queries for Database testing & defect management. Owned Test Data creation and client demos of applications.

TOOLS & TECHNOLOGIES

- **Technical Skills:** Project Management, Structural Analysis, Stakeholder Management & Communication
- **Business Analysis/RE:** Requirement engineering (RE)/gathering, Elicitation, Scope Analysis, Prioritisation, Ranking, Gap, Impact and Root Cause Analysis
- **Change Governance:** Change Request (CR), Change Management, SOW
- **Tools:** Sharepoint, Confluence, Kanban board, Maestro, **JIRA**, MS Excel, MS Office Suite, MS SQL server 2008 R2, IBM Data Studio 3.1.1, **Zendesk**

CERTIFICATIONS**Project Management Professional - PMI - PMP™**Certified ScrumMaster - **CSM™**

Generative AI Overview for Project Managers

EDUCATION**Bachelor of Technology in Electronics, Instrumentation & Control****Aug 2006 - June 2010**

University College of Engineering, Kota.