



Gourav Nagi

E-Mail: x26gouravn@iima.ac.in Mobile: +91 8910821362 LinkedIn: www.linkedin.com/in/gouravnagi/

Summary

Technologist with 4.5+ years of experience delivering AI-powered enterprise products and driving digital transformation in the healthcare and retail sectors. Led solutions from problem discovery through launch, managing a team of 8+ members to deliver platforms serving over 4 million customers and a network of 100+ clinics.

Professional Experience

Consultant | Deloitte | Kolkata

- Defined the product vision and prioritized a phased roadmap by leading a team of 8+ members to resolve rigid 1:1 booking constraints, allowing nurses to have multiple concurrent appointments, driving a 70% increase in clinic workflow efficiency.
- Shipped an AI-powered clinical decision support feature (Einstein Next Best Action) delivering real-time guidance during patient calls, improving adverse-event reporting compliance by ~30%.
- Diagnosed scheduling delays from manual cross-screen reconciliation; aligned client clinic directors and leaders on a unified calendar for 1,000+ nurses, cutting allocation time from 4 minutes to under 30 seconds.
- Reduced routine support-call load by launching a self-service patient portal with autonomous scheduling, driving 40–50% adoption and recovering 20+ hours/week of staff time.
- Resolved notification overload across 100+ care programs by designing instant-vs-batched delivery logic, eliminating 10,000+ redundant API calls monthly and reducing vendor SMS costs.
- Redesigned patient enrollment as an end-to-end digital workflow, accelerating patient time-to-therapy by 30–40% and eliminating manual data-entry bottlenecks.

Analyst | Deloitte | Kolkata

- Launched a Generative AI call-summarization feature producing structured case notes, cutting agent after-call work by 2–3 minutes per interaction.
- Revamped dispute resolution for Canada's largest retail loyalty program (~4M customers), shipping an automated system that cut case turnaround time by 20%.
- Delivered an integrated cloud telephony product (Amazon Connect + Service Cloud Voice) with a unified Customer 360 workspace, reducing average handle time by ~45 seconds per call.
- Consolidated customer inquiries from 20+ business units into a unified omnichannel intake product, eliminating manual triaging and improving team efficiency by 40%.
- Established a digital escalation pathway (Chat-to-Case), deflecting high-cost support calls and cutting mean time to resolution by 15–25%.
- Spearheaded UX and accessibility audits of customer-facing portals (WCAG/Lighthouse), lifting the performance index from 75 to 95+ and mitigating regulatory risk.

Education

B.Tech (Computer Science & Engineering) – *KIIT Deemed to Be University, Bhubaneswar | India*

Accomplishments and Awards

- Winner of Deloitte Dot of Fame for displaying client centricity values.
- Winner of Times Of India ‘Student of the Year’ award in recognition of all round performance.
- Winner of ASISC West Bengal Chapter Basketball Tournament

License & Certifications

- AI Associate, Salesforce
- Platform App Builder, Salesforce
- Platform Developer II, Salesforce
- Platform Developer, Salesforce

Co/Extra-curricular

- Represented West Bengal in the ASISC National Basketball Tournament.
- Represented the institution at the Frank Anthony Memorial All-India Debate Competition.
- Directed and co-authored scripts for competitive theater productions, driving team synchronization and creative strategy to secure top-3 finishes across multiple competitions.