



Gourav Nagi

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Summary

Product-focused technologist with 4.5+ years unlocking business value with scalable enterprise cloud and AI products for North American healthcare and retail clients. Grounds product vision in user empathy, balances technical feasibility against business impact, and ships within regulatory constraints. Delivered products now serve 1,000+ clinical staff and 4M+ loyalty members.

Professional Experience

Consultant | Deloitte | Kolkata

Jun'23-Jan'26

For a leading Canadian Specialty Pharmacy Organization providing specialty care services over 100+ clinics

- Defined product vision and prioritized a phased roadmap, leading an 8+ member team to overcome 1:1 booking constraints, enabling concurrent nurse appointments, increasing throughput and cutting time to book from ~4 min to < 30 sec/patient.
- Aligned clinic directors, during discovery and design sessions, on build vs. configure tradeoffs for a unified calendar platform to prioritize multi-day view and contextual filters, cutting screens required for nurse allocation from ~5 to 1.
- Identified gaps in adverse-event reporting and successfully pitched and delivered an AI decision-support tool mapping live-call triggers to clinical protocols, reducing missed/delayed adverse event escalations from ~20/month to ~6/month.
- Defined the technical design for a template-driven task framework covering 200+ patient-lifecycle events, collaborating with stakeholders to refine user stories and acceptance criteria and cutting new care-program setup time from ~10 to <1 hours.
- Restructured notification logic across 100+ care programs with configurable instant and day-end batching, eliminating 10,000+ redundant outbound API calls monthly and the associated vendor SMS spend.
- Launched a self-service patient portal enabling appointment scheduling and real-time care visibility, driving ~45% patient adoption and deflecting routine support calls to recover 20+ admin hours/week.
- Streamlined shift-change approvals for 1,000+ nurses by embedding appointment-impact insights at the point of decision, consolidating ~4 manual schedule checks into a single workflow.
- Mentored a 20+ member Salesforce cohort and formalized code-review standards for the internal Deloitte practice, accelerating revenue-generating deployment by ~2 weeks and reducing post-onboarding rework.

Analyst | Deloitte | Kolkata

Jul'21-Jun'23

For a leading Canadian retail conglomerate operating a nationwide network of supermarkets and pharmacies

- Identified GenAI as a lever to automate post-call documentation, launching structured call summaries that cut agent after-call work by 2–3 min/interaction and increasing call throughput per agent.
- Redesigned case-management for Canada's largest retail loyalty program (~4M customers), integrating automated dispute resolution with the Offer Management System to reduce case turnaround time by 20%.
- Unified customer support intake across 20+ business units by automating email/web case creation and routing, eliminating manual intake and standardizing agent workflows.
- Transformed the agent call experience by embedding voice and Customer 360 context into a single workspace, eliminating system toggling and reducing Average Handle Time by ~45 sec/call driving first call resolutions.
- Introduced chat-based support within the customer portal, automating context capture and case routing to reduce Mean Time to Resolution by ~20% and shift inquiries toward lower-cost digital support.
- Led an accessibility and UX audit of customer-facing portals, prioritizing WCAG gaps by user impact and driving remediation that raised the Lighthouse Accessibility score from 75 to 95+.

Education

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

Accomplishments and Awards

- Awarded Deloitte Dot of Fame for client-centricity, among a select few recognized across the practice that cycle.
- Named Student of the Year by The Times of India for academic excellence, leadership, and co-curricular achievements.
- Winner of ASISC West Bengal Chapter Basketball Tournament.

License & Certifications

- Product Management: Building AI-Powered Products, IBM
- Salesforce Certifications: AI Associate | Platform App Builder | Platform Developer II | Platform Developer

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 authored theatre productions, driving creative strategy to secure multiple podium finishes.