



# Nupoor Sinha

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## Summary

Impact-driven leader with 11+ years of experience in **program management, compliance and digital transformation** across complex enterprise and government landscapes. Demonstrated success in executing large-scale programs, optimize operations, and enable digital systems to enhance performance and service delivery. Proficient in engaging senior leadership, managing critical enforcement and compliance projects and leading cross-functional teams to drive innovation and achieve transformational outcomes.

## Professional Experience

### Assistant Commissioner State Tax | Commercial Tax Department | Patna and Bhojpur

- Spearheaded **strategy planning team** formulating and executing initiatives that drove **₹292.15 crore** GST collection (**107% of target, 27% YoY growth**), elevating the district to **6<sup>th</sup> rank in Bihar**.
- Engaged with NIC and GSTN in end-to-end planning and execution of **digital transformation** post GST roll-out. Led client-side implementation of GST-PRIME and GST-SSO analytical platforms, shaping scope and refining workflows.
- Advised senior leadership (**Additional Commissioner, Finance Secretary and State Finance Minister**) on GST compliance strategy and policy alignment, incorporating business and administrative considerations.
- Led high-impact **election programs**, managing **350+ officials** across departments, establishing integrated plans for awareness, monitoring, and MCC compliance – boosting voter turnout (49.46%).
- Directed **100+ enforcement staff** across 24 check-posts, preventing illicit trade and cash movement during sensitive periods.
- Handpicked by senior leadership to conduct **risk and impact assessment** of GST Council regulatory proposals on tax collection.
- Steered **capacity-building programs** on digital transformation and evolving GST policies, focusing on people development by upskilling 75+ officials and 100+ business stakeholders.
- Engaged with Chamber of Commerce and trade associations** to identify business challenges, represent industry concerns at Secretariate and developed collaborative solutions, achieving 100% return filing among large taxpayers.
- Spearheaded **data-led risk analysis** of 5,000+ suspicious businesses to identify tax evasion patterns, conducted 30+ raids and 300+ business assessments, **uncovering ₹100+ crore** evasion.
- Designed **Power BI** dashboards to track revenue and work progress, enhancing reporting efficiency and improving workforce optimization by 20%.
- Designed data-led anti-evasion strategy using GST-Prime, e-Way Bill Analytics, GST-360, uncovering **₹75+ crore in evasion**.
- Served as quasi-judicial authority by conducting **250+ hearings** and issuing final orders on complex tax disputes.
- Improved service delivery** and operational efficiency across Mid-Day Meal, Indira Awas, and Nal-Jal Yojana by introducing digital monitoring systems, standardized audit frameworks, and real-time grievance resolution, enhancing reliability and citizen trust.
- Chaired the **Taxpayers' Grievance Redressal Committee** ensuring timely and effective resolution of issues, promoting taxpayer-centric governance and reinforcing public trust.

### Tax Assistant | Income Tax Department | Pune and Jaipur

- Streamlined workflows by digitizing case records into query-enabled database, enhancing data retrieval efficiency by 30%.
- Mentored and trained 40+ junior staff** on digital processing systems, elevating team productivity and operational consistency.

### Associate Technology L1 | Publicis Sapient | Gurgaon and Bangalore

- Developed core modules for an **Agile-driven Performance Appraisal System** (Java/MySQL), automating HR evaluation workflows and reducing manual effort by 60%.
- Murex developer** at **Sapient Global markets**, built an in-house OTC equity derivatives product for trading and risk management.
- Spearheaded client requirement analysis across **2 agile projects**, decreasing ambiguity by 20% through detailed documentation and collaborative workshops with key stakeholders.

## Education

- B. Tech in Information Technology – Malaviya National Institute of Technology | Jaipur**

## Accomplishments

- Ranked **93rd** in **63<sup>rd</sup> BPSC Examination** (Top 0.01%). Earned **Pratibha Samman** by Education Minister, Govt of Delhi.
- Contributed to **GST revenue and 2024 Lok Sabha Elections**; awarded by the Joint Commissioner State Tax.
- Rated outstanding (9.13/10)** in annual appraisals 2023-2024, leading to **top 1%** recognition among peers.

## Certifications

- Introduction to Generative **AI** – by Google cloud

## Extra-Curriculars

- PGPX Head of The Committee for managing Gender Issues at IIM Ahmedabad.
- Acted in an integral role as **General Secretary, Dramatics Society** and Logistic head, MST, NIT Jaipur.
- Obtained Diploma in **Kathak** and performed at renowned events like Bihar Mahotsav, arranged by the Ministry of Culture.