Nupoor Sinha

E-Mail: x25nupoors@iima.ac.in **Mob:** +91 8076194984 **LinkedIn:** www.linkedin.com/in/nupoor-sinha-5877b417

Summary

Result-driven leader with 11+ years of experience **driving complex, cross-functional programs, digital transformation and operational excellence** in high-stakes environments. Proficient in translating strategy into executable roadmaps, driving data-backed decisions, and delivering outcomes in demanding, time-sensitive settings. Proven ability to influence senior leadership and lead cross-functional teams of 350+ members, delivering results under tight timelines in dynamic environments.

Professional Experience

Assistant Commissioner State Tax | Commercial Tax Department | Patna   **June 2020 – Mar 2025**
   Senior Manager and Digital Transformation Officer

- Achieved ₹292.15 Cr GST collections (**109% of target, +27% YoY**) through strategy formulation, roadmap design, and end-to-end execution of a multi-vertical **revenue program** (**8+** verticals); ranked **6th** in Bihar.
- Advised **Secretaries and State Finance Minister** on **data-driven program governance**, highlighting delivery bottlenecks, financial drivers, and priority risks; recommended remediations to improve execution efficiency and cross-vertical alignment.
- Directed a mission-critical **election program,** aligning **7 departments** and **350+ officials** via robust governance and decision-making frameworks under compressed timelines and public accountability, achieving **zero-error compliance** at scale
- Spearheaded GST **digital transformation** as business owner, digitising manual workflows; worked with NIC to convert policy and operational complexity into a scalable **product roadmap** and **Agile delivery**, enabling **10,000+ user adoption**.
- Led **15+ concurrent projects** across verticals, coordinating **8 cross-functional teams** under fixed timelines; implemented data-driven **prioritization framework** to optimize trade-offs, delivering **₹20 Cr uplift** and 35% backlog reduction.
- Deployed an **AI solution** to simplify GST notification interpretation, enabling **25% faster** regulatory adaptation and execution.
- Designed a **real-time portfolio dashboard,** consolidating fragmented datasets to track status, dependencies, forecasts and risks; enabled proactive escalations and faster, data-driven decisions, improving executive decision velocity by **40%.**
- Improved business results delivery by establishing a **performance management framework**, defining metrics and leading **multi-tier monthly operating reviews** to track KPIs, bottlenecks, and corrective actions.
- Directed **cross-functional welfare programs** within a matrix organisation, navigating high ambiguity through **stakeholder alignment**, risk mitigation, and digital process improvements, delivering **30% efficiency gains**.
- Chaired the **grievance redressal committee,** partnering with Chamber of Commerce and trade associations to identify stakeholder pain points and drive process improvements, achieving an **85%** reduction (**90 to 15 days**) in resolution time.
- Anchored **department-wide** digital rollout as **master trainer**, facilitating system migration and capability building for **75+** staff.

Tax Assistant | Income Tax Department | Pune and Jaipur   **Dec 2015 – Dec 2019**

- Streamlined workflows by digitizing case records into query-enabled database, enhancing data retrieval efficiency by 20%.
- Designed and institutionalized **inter-agency coordination framework (5 agencies)** establishing intelligence-sharing protocols, joint operation playbooks, and escalation pathways that generated 75Cr additional revenue.
- Conducted 5,000+ **data driven risk analyses** using analytical problem-solving to identify evasion patterns in fragmented datasets
- **Mentored and trained 40+ junior staff** on digital processing systems, elevating team productivity and operational consistency.

Associate Technology L1 | Publicis Sapient | Gurgaon and Bangalore   **Jul 2011 – May 2014**

- Engineered core modules for an **Agile-driven Performance Appraisal System** (Java/MySQL), streamlining HR evaluations, reducing manual effort by **60%** and strengthening audit and compliance controls.
- Contributed across sprint planning, development, and code reviews in an Agile environment, **accelerating feature delivery**.
- Delivered post-release support and bug fixes for 2 projects, ensuring the stability of **business-critical** applications.

Education

- **MBA PGPX** – *Indian Institute of Management | Ahmedabad*   **Apr 2025 – Mar 2026**
- **B. Tech in Information Technology** – *Malaviya National Institute of Technology | Jaipur*   **Jul 2007 – June 2011**

Accomplishments

- Ranked **93rd** in **63rd BPSC Examination (Top 0.01%).** Awarded **Pratibha Samman** by the **Government of Delhi**.
- Awarded by the **Joint Commissioner** for notable Contribution to GST revenue and 2024 Lok Sabha Elections.
- **Rated outstanding (9.13/10)** in annual appraisals 2023-2024, leading to **top 1%** recognition among 450 peers.

Extra-Curriculars

- **PGPX Head, Gender Issues Committee**, IIM Ahmedabad; led initiatives to address **gender equity concerns**.
- Earned a **Diploma in Kathak;** performed at **prestigious events**, including **Bihar Mahotsav,** arranged by the Ministry of Culture.