

HEMANT TEWATIA

Enterprise Delivery Leader | Program & Project Delivery | MDM Architect (Reltio) | Agile Transformation | Cross-Functional Global Teams

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PROFESSIONAL SUMMARY

Enterprise delivery leader and Master Data Management (MDM) architect with 16+ years of experience leading large-scale program and project delivery, enterprise data transformation, and cross-functional global teams. Proven ability to own end-to-end delivery governance — scope, budget, timelines, risks, and dependencies — across concurrent enterprise engagements, and to drive Agile transformation using Scrum, Kanban, SAFe, and hybrid SDLC ways of working. Deep expertise in Reltio multidomain MDM, including data modeling, Golden Record strategy, match & merge, survivorship, data quality, governance, and stewardship, developed in close partnership with business stakeholders and C-level sponsors. Consistently delivers enterprise transformation programs across the Insurance, Manufacturing, and Investment domains, leading distributed onshore/offshore teams of 20+ and driving measurable, governed delivery outcomes. Recognized for building high-performing teams, establishing PMO-style delivery governance, and translating business strategy into executable delivery roadmaps.

CORE COMPETENCIES

Delivery & Program Leadership: Program & Project Delivery, Portfolio Management, End-to-End Delivery Governance, PMO Setup, Budget & Cost Management, Risk & Dependency Management, Delivery Roadmaps, Vendor & Partner Management, SLA & KPI Governance

Agile & Ways of Working: Agile, Scrum, Kanban, SAFe, Hybrid SDLC, Sprint Planning, Backlog Management, Release Management, Continuous Improvement, Agile Transformation

Leadership & Stakeholders: Cross-Functional Team Leadership, Global Onshore/Offshore Teams, C-Level & Business Stakeholder Management, Talent Development & Mentoring, Change Management, Executive Reporting

MDM & Data: Enterprise MDM Strategy & Architecture, Reltio Multidomain MDM, Golden Record, Match & Merge, Survivorship, Data Quality, Data Governance, Stewardship Workflows, Master Data Requirements

Integration & Technology: Reltio Integration Hub, Workato, Databricks, SQL, Power BI, PowerApps, ServiceNow, ITIL/ITSM, Data Lineage, Audit & Compliance

KEY ACHIEVEMENTS

- Designed enterprise MDM frameworks and methodologies adopted as reusable delivery accelerators across multiple engagements.
- Led enterprise Reltio MDM implementations across the Insurance, Manufacturing, and Investment domains, from discovery to production.
- Established Golden Record, match & merge, survivorship, and data quality strategies that improved trusted-record accuracy and reduced duplicates.
- Defined governance models and stewardship workflows aligning business and IT ownership of master data.
- Directed cross-functional global teams (12–20+ members) delivering multi-phase modernization programs on time and within budget.
- Established PMO-style delivery governance — KPIs, dashboards, and steering-committee reporting — delivering 90% of projects on schedule.
- Drove Agile transformation across distributed squads (Scrum, Kanban, hybrid SDLC), improving delivery predictability and stakeholder satisfaction.
- Architected high-volume Databricks/SQL ingestion pipelines feeding MDM, enhancing data quality and analytics readiness.

PROFESSIONAL EXPERIENCE

Apptad Inc. Noida, India

IT Consulting Manager – Project Delivery | Feb 2026 – Present

Lead enterprise MDM and data transformation engagements end-to-end — from business discovery through production rollout — establishing MDM frameworks, governance, and delivery models for global clients.

- Own end-to-end delivery leadership for a portfolio of concurrent enterprise MDM and data transformation engagements, managing scope, budget, timelines, quality, risks, and dependencies.
- Led MDM implementation programs from business discovery and requirements through design, build, SIT/UAT, and production rollout, ensuring governed and predictable delivery.
- Established PMO-style delivery governance with KPIs, RAG dashboards, and steering-committee reporting to senior client and internal leadership.
- Directed cross-functional onshore/offshore teams of 20+ consultants, data engineers, and analysts, driving accountability, capacity planning, and performance management.
- Scaled Agile delivery across distributed squads — sprint planning, backlog grooming, release management, and retrospectives — using Scrum, Kanban, and hybrid SDLC.
- Designed reusable enterprise MDM frameworks, methodologies, and accelerators that standardized delivery and reduced program effort by 20%.
- Defined MDM governance models, stewardship workflows, and business processes, aligning data ownership across business and technology stakeholders.
- Partnered with business stakeholders and C-level sponsors to identify master data requirements and translate them into MDM solution designs and delivery roadmaps.
- Managed vendor and partner relationships and client escalations, sustaining SLAs, CSAT, and long-term client trust; delivered 90% of projects on time and within budget.
- Mentored and developed consultants and team leads through structured upskilling and career planning, strengthening retention and bench capability.

Aon Gurgaon, India

IT Manager – Business System Analysis | Oct 2024 – Sep 2025

Owned Reltio MDM design and delivery across global teams — data modeling, survivorship, match/merge, and governance — through go-live and hypercare.

- Led delivery of enterprise Reltio MDM initiatives across cross-functional global teams of 12+ (business analysts, developers, QA, and data engineers), owning planning, execution, and governance.
- Ran Agile delivery end-to-end — sprint planning, backlog prioritization, daily stand-ups, and retrospectives — improving throughput and delivery predictability.
- Designed enterprise Reltio MDM data models, Golden Record definitions, survivorship rules, and match & merge logic for multidomain master data.
- Established data quality strategies — standardization, validation, and monitoring — improving the accuracy and completeness of trusted records.
- Defined data governance frameworks and stewardship workflows, formalizing data ownership, accountability, and exception handling.
- Partnered closely with business stakeholders and product owners to identify, prioritize, and translate master data requirements into MDM design and delivery roadmaps.
- Managed Reltio Integration Hub and Workato pipelines for data ingestion, enrichment, and downstream distribution across integrated systems.
- Owned SIT/UAT, release and deployment planning, and post-go-live hypercare, providing executive KPI and status reporting to leadership.

Aon Gurgaon, India

Principal Consultant – Application Support Head | Mar 2024 – Oct 2024

Headed global application and MDM production support under strict SLA governance, safeguarding data quality and golden-record integrity in production.

- Headed a global cross-functional support organization spanning L1–L4, owning end-to-end delivery for MDM and enterprise applications under strict SLA-driven governance.
- Led workforce planning, capacity management, and shift coverage across onshore/offshore teams, ensuring resilient 24x7 delivery.
- Governed production data quality and golden-record integrity, overseeing stewardship of match/merge exceptions and survivorship outcomes.
- Directed major incident management and root cause analysis (RCA), improving major incident resolution by 20% through unified governance workflows.

- Embedded Agile and DevOps ways of working into support delivery, improving responsiveness, collaboration, and continuous improvement.
- Implemented automation with Workato and Integration Hub to reduce manual data-remediation effort and operational toil.
- Established governance structures and communication cadences aligning support, engineering, product, and business stakeholders.

Koch Technology Centre Bengaluru, India

Tech Lead – Environmental Compliance IT | Dec 2019 – Mar 2024

Led compliance data and application delivery for a global portfolio, driving master-data requirements definition, data governance, and data quality across stakeholders.

- Led delivery of a global compliance-IT portfolio of 20+ applications, owning planning, prioritization, releases, and quality across cross-functional and geographically distributed teams.
- Managed cross-functional, global L2/L3 engineering and support teams, driving accountability, mentoring, and performance across time zones.
- Ran Agile/Scrum delivery — sprint planning, backlog management, and release governance — to deliver enhancements and change requests predictably.
- Partnered with global business stakeholders to identify master data and compliance-data requirements and shape delivery roadmaps.
- Defined business processes, data governance practices, and data quality standards for compliance master data.
- Established data standardization, validation, and stewardship practices that improved reporting accuracy and auditability.
- Governed releases, QA cycles, and hypercare across global stakeholders, providing status and KPI reporting to leadership.
- Designed PowerApps automation reducing manual effort by 30% and saving INR 14 Lakhs annually.

Expedia Gurugram, India

Senior System Analyst | Apr 2017 – Dec 2019

- Led L2/L3 production support, upgrades, and operations; performed complex troubleshooting and root cause analysis.
- Collaborated across cross-functional engineering, QA, and business teams within an Agile delivery environment to ship enhancements and fixes.
- Coordinated releases and change management, ensuring smooth deployments with minimal business disruption.
- Automated operational tasks and delivered SLA, KPI, and risk reporting to leadership.

OSC Services Pvt. Ltd. Gurugram, India

Senior Web Integration Specialist | Dec 2015 – Jan 2017

- Managed integration projects and change cycles end to end, coordinating cross-functional development, QA, and vendor teams to deliver on schedule.
- Applied iterative, Agile-style delivery to integration workstreams, improving turnaround and quality.
- Led RCA, incident management, and stakeholder communication for integration issues.
- Trained and mentored engineering teams on integration best practices and delivery standards.

TECHNICAL SKILLS

MDM & Data: Reltio Multidomain MDM, Reltio Integration Hub, Databricks, SQL

Automation & Integration: Workato, PowerApps

Analytics & Reporting: Power BI

Delivery & Methodologies: Agile, Scrum, Kanban, SAFe, Hybrid SDLC, Waterfall, PMO, Delivery Governance

ITSM & Ops: ServiceNow, ITIL/ITSM, Incident & Change Management

EDUCATION

Bachelor of Science – Electronics & Communication Engineering

AI-Falah School of Engineering & Technology, MD University, Haryana | 2006 – 2010

CERTIFICATIONS

- Reltio Multidomain MDM Foundations
- Data Steward Foundations – NASBA
- ITIL Certification (Credential ID: GR750227584HT)
- Databricks Fundamentals
- Agile & Scrum Fundamentals
- Lean Six Sigma Foundations
- ServiceNow Foundations
- Generative AI
- AI Generalist

LANGUAGES

English, Hindi, Punjabi