

DIGANT SHARMA

Senior Manager | Guidewire Technology Architect | PolicyCenter ACE | New York, NY
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EXECUTIVE PROFILE

Senior Manager and Guidewire PolicyCenter ACE with 14+ years leading enterprise P&C insurance implementations across PolicyCenter, BillingCenter, and ClaimCenter. Distinguished by a consistent career pattern of building frameworks, processes, and tools that outlast individual delivery cycles and become organizational standards, drawing from automated underwriting engines enabling straight-through policy binding to agentic AI pipelines driving measurable defect density improvements across multi-team delivery organizations. Maintains a career-wide delivery quality record spanning zero production defects at a national mortgage insurer to sub-2% defect rates on complex Guidewire Cloud framework delivery. Currently leads technology architecture across five delivery teams for a top-5 US P&C carrier while serving as PolicyCenter Sub-Chapter Lead for a 200-member Capgemini community of practice. Consistently rated in the top performance tier throughout career, with every directly mentored engineer advancing to a senior or leadership role.

KEY ACHIEVEMENTS

\$8–10M Delivery Portfolio Managed	100+ Resources Managed	0–<2% Production Defects	200+ Member PC Chapter Led
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CORE EXPERTISE

Guidewire & Insurance: PolicyCenter v8–v10; Guidewire Cloud/AWS; PCF, product and data model, rating, underwriting, rules, workflow, batch and work queues; InsuranceSuite solutioning across BillingCenter, ClaimCenter, and Integration.

Architecture & Integration: Event-driven architecture, OOS orchestration, custom message queues, REST/SOAP services, IBM MQ, Kafka, MuleSoft, Informatica, high-volume quoting, legacy conversion, data-upgrade plugins, runtime configuration, and downstream payload sequencing.

Engineering & Performance: Gosu, Java, SQL, Python; Oracle, PostgreSQL; GW Profiler, AWR reports, heap and thread analysis, Dynatrace (DQL), Splunk, Jenkins, Git.

Leadership: Architecture governance, multi-team delivery, portfolio financials, RFP and commercial solutioning, technical hiring, mentoring, engineering quality, and enterprise AI adoption.

TECHNICAL SKILLS

Guidewire Platform	PolicyCenter, BillingCenter, ClaimCenter (v8–v10); Guidewire Cloud (GWC/AWS)
GW Configuration	Full-lifecycle configuration: PCF/screen development, product and data model, rating engine, underwriting and form-contingency rules, validation framework, work queues, batch processes, business rules, type lists, entity extensions, plugin implementation
Architected Frameworks	Side-by-side quoting; multi-version product framework; renewal processing on GW workflow; PC validation framework; GW data-upgrade plugin; business-enablement configuration framework (runtime updates, no deploy); event-based integration framework; agentic SDLC pipeline
Integration & Middleware	IBM MQ, Kafka, MuleSoft, Informatica; enterprise data-warehouse integration; SOAP/REST web services; custom PC message queues; upstream quote-and-bind orchestration; high-volume quoting; legacy policy-to-PC conversion; OOS transaction handling and downstream payload orchestration
Languages	Gosu, Java, J2EE, SQL, JavaScript, HTML/CSS, Python

Databases	Oracle, PostgreSQL, SQLite
Performance Engineering	GW Profiler (gwpf), Oracle AWR reports, heap and thread analysis, Dynatrace (DQL monitoring), Splunk
Infrastructure & Tools	Jenkins, IntelliJ, Git, Spring MVC, Spring Batch, Hibernate, Struts

PROFESSIONAL EXPERIENCE

Capgemini · Top-5 US P&C Carrier (Confidential) · New York, NY / Toronto, Canada July 2023 – Present
Senior Manager | Technology Architect

Leads technology architecture and delivery governance across five onshore/offshore teams (35–40 engineers) on a Guidewire PolicyCenter v10 implementation spanning Home, Auto, and Umbrella.

- Architected the enterprise integration layer across IBM MQ, Kafka, MuleSoft, and Informatica, building an event-driven framework with custom PolicyCenter message queues connecting PC to data warehouses and legacy systems.
- Designed and deployed an agentic multi-agent SDLC framework embedding AI pipelines into delivery, reducing measured defect density from 86% to 63%, a 23-point improvement across release cycles.
- Built a business-enablement configuration framework enabling runtime production updates without a deployment cycle, moving routine configuration off the engineering critical path.
- Serves as PolicyCenter Sub-Chapter Lead for a 200-member Capgemini practice community, driving AI adoption strategy, establishing governance frameworks, and building a knowledge repository.
- Mentors approximately 5 engineers annually with a 100% advancement rate; evaluates 30–50 technical candidates annually, shaping GW talent pipeline quality across the organization.
- Consistently rated in the top performance tier (1–2) across all annual review cycles with sustained client satisfaction.

Capgemini · Leading US Insurer (Confidential) · Chicago, IL July 2022 – July 2023
Senior Tech Lead | Manager

Led architecture and delivery for a Guidewire Cloud (GWC/AWS) implementation covering the Umbrella line of business.

- Architected a custom OOS transaction framework using a Guidewire message queue to generate and sequence payloads across 10 downstream legacy systems unable to handle out-of-sequence events, achieving sub-2% production defects on a highly complex integration challenge.
- Delivered the full implementation one month ahead of an eight-month schedule with estimation defects below 10%.
- Established integration and coordination patterns adopted as the engagement standard, subsequently scaled into the enterprise integration layer on the current program.

Hexaware Technologies · Two US P&C Carriers (Confidential) July 2021 – July 2022
Account Delivery Manager

Managed an \$8–10M delivery portfolio across two concurrent Guidewire engagements, leading 100+ onshore and offshore resources.

- Grew the combined account value by 25% through executive relationship development, digital-transformation solutioning, strategic working sessions, proposals, RFP responses, and commercial negotiations.
- Owned full account financials, including revenue tracking, resource planning, and profitability forecasting across a 100+ person organization.

Capgemini · Top-5 US P&C Carrier (Confidential) · Los Angeles, CA June 2019 – July 2021
Dev Lead | Senior Consultant

Led configuration and integration delivery across Home, Auto, and Umbrella on a multi-state Guidewire PolicyCenter v9 implementation with a team of 50 engineers.

- Led PolicyCenter delivery for the state of Texas, the program's second-largest and most complex state by book of business, delivered with zero production defects.
- Delivered end-to-end configuration across three LOBs: side-by-side quoting, multi-version product framework, renewal processing on Guidewire workflow, and PC validation rules.
- Built PolicyCenter integrations to legacy systems and enterprise data warehouses across IBM MQ, Kafka, MuleSoft, and Informatica, including upstream quote-and-bind and high-volume quoting.

- Delivered legacy policy-to-PolicyCenter conversion and the Guidewire data-upgrade plugin for the in-force book.

Capgemini · National Mortgage Insurer (Confidential) · Philadelphia, PA

February 2018 – June 2019

Team Lead | Consultant

Led Guidewire PolicyCenter v8 architecture and configuration across 6 states and the full policy lifecycle (submission, quote, bind, issuance, endorsement, renewal, and cancellation) with a team of 15–20 engineers.

- Architected an automated risk-evaluation framework enabling straight-through policy binding without underwriter intervention, deployed across 6 states and setting a new processing-efficiency standard for the mortgage insurance domain.
- Achieved zero production defects at go-live with estimation defects below 5%, establishing the account's quality benchmark while managing product-model and regulatory variation across all 6 states in a single cycle.

Capgemini India · National Mortgage Insurer (Confidential) · Mumbai, India

March 2015 – March 2018

Team Lead | Consultant

Led a 15-engineer team on a Guidewire PolicyCenter v8 mortgage-insurance implementation.

- Built an organization-wide Guidewire developer knowledge-sharing platform adopted as the standard implementation reference across the Capgemini delivery organization.
- Delivered the PolicyCenter v8.0 to v8.04 upgrade across a large active codebase; ran Rating Engine POCs and contributed to PC/BC/CC RFP responses, extending InsuranceSuite solutioning breadth.

IGate Technologies · Major US Insurer (Confidential) · Pune, India

February 2012 – March 2015

Senior Software Engineer

- Built SOAP web services, batch processes, data-access components, and JSP/CSS front-ends across the application stack for a banking and insurance client.
- Contributed to POCs and RFPs across Spring MVC, Struts, Spring Batch, and Hibernate; recognized as a top-3 performer in the company's J2EE training cohort.

CERTIFICATIONS

Guidewire

Guidewire ACE — PolicyCenter — 2020

Guidewire Specialist — PolicyCenter, BillingCenter, ClaimCenter & Integration

Guidewire InsuranceSuite Certified

Leadership & Delivery

Connected Manager — Capgemini / Harvard Business Publishing

SAFe Certified Practitioner

Certified Scrum Master (CSM)

Certified Product Leader — Product School

AI & Technology

AI Fluency: Framework & Foundations — Anthropic / University College Cork (2026)

Claude with the Anthropic API — Anthropic (2026)

THOUGHT LEADERSHIP

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- LLM Engineering Codex: Internal AI engineering best-practices series distributed across the Capgemini delivery organization (2024 to Present).
 - "The Domain Advantage": Published perspective on domain-specific AI adoption vs. generic frontier models, LinkedIn (2025).

EDUCATION

Bachelor of Technology, Information Technology

Amity University, Noida, India | 2011