Technology Leader Pankaj Kumar Delivers Landmark Cloud Modernization for a New York City Government Agency

WHITE PLAINS, NY, UNITED STATES, September 21, 2026 /EINPresswire.com/ -- Pankaj Kumar, an enterprise technology and delivery leader with more than 20 years of
experience, has completed the modernization of the customer relationship management (CRM) platform for a New York City government agency that oversees programs serving [hundreds of thousands of] young people and families across the city.


Pankaj Kumar

As Delivery Director for the U.S. Public Sector at PruTech, Kumar led the migration of the agency from Microsoft Dynamics CRM 2016 (On-Premises) to Dynamics 365 in the cloud — a transition affecting more than 4,600 active users, over one terabyte of enterprise data, and there-integration of more than 12 internal and third-party applications. Because the platform supports services that could not be interrupted, the modernization had to be executed with zero disruption to ongoing operations.

The program combined cloud migration, data governance, role-based access control, and public-sector compliance requirements into a single coordinated transformation. Kumar directed there-architecture of legacy components for cloud compatibility and introduced Microsoft Copilot into the development process to accelerate delivery cycles and generate business rules — an early application of generative AI within a government modernization effort.

Over his career, Kumar has led complex technology initiatives for organizations including the New York Power Authority, the World Bank, PepsiCo, Molina Healthcare, National Oilwell Varco, and Xerox. His areas of expertise include Microsoft Dynamics 365, the Power Platform, Microsoft Azure, artificial intelligence and Copilot, and enterprise automation, spanning

solution
design, system integration, data migration, application modernization, and large-scale program Delivery.

Kumar holds a Master of Computer Applications from [IGNOU] and an M.Tech. in Software Engineering from [BITS Pilani], and is certified in Microsoft Dynamics 365, Microsoft Power Platform, Microsoft Azure, and Agile project management.
The project stands as a notable example of large-scale public-sector modernization delivered without service interruption, reflecting Kumar’s ability to lead multidisciplinary teams through complex technical environments while keeping essential public services running.

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