

# Rahul Gupta

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A multi-faceted professional offering **5 years** of experience in **Project Management, Process Improvement, Business Process Re-Engineering and Operations Management**; enthusiastic to make contribution towards the achievement of business goals

## CORE COMPETENCIES

Process Improvement,  
Business Process Re-  
Engineering,  
Project Management,  
Banking Operations,  
Lean Manufacturing  
Six sigma, Payments,  
Collections, Cash  
Management,  
Forecasting

Reporting &  
Visualization: Excel  
Advanced, Pitch Pro  
Plus, Share Point, MS  
Access, Pareto charts,  
Control charts, Fish  
Bone, Histogram,  
Scatter Plot, Process  
Mapping, Trend  
analysis

*Enterprise Resource  
Planning:  
Certified course on  
Enterprise Resource  
Planning on SAP ERP 8.04  
(2014)*

## ORGANISATIONAL EXPERIENCE

JPMorgan Chase Bank  
(Jun'15- Till Date)

### Process Improvement and Business Process Re-Engineering

- **Analysing** the current process and mapping the clients' needs for **Payments, Collections and Liquidity solutions**.
- Optimization and **automation of billing** process, Charges under the Enterprise Billing Unit to increase the productivity by 15%
- Optimising **check and cash services** with vendors and network partner as a part of **account migration process**.
- Identifying opportunities and implementing **Robotic Process Automation** for **Customised Reports** to clients.
- Maintaining **straight through processing rate** (96%) and **reducing processing turnaround** time to less than 1 hour for critical clients.
- **Strategically remediated** critical client's manual payments to electronic platform through product partnerships (**virtual branch**).
- Developing **MIS dashboard**, providing insightful **analytics** to Business regarding **productivity metrics** of the team.
- **Product Policy Approval** procedure revamped in co-ordination with implementation, operations and sales team, **reducing the TAT** for Product/Process sign offs.
- Worked closely with the operations and technology teams to **reduce operational risks** and **increase efficiency** and effectiveness of the processes.
- Preparing and reviewing **business analysis artefacts** like Product Design, Scope, BRD, FRD, Test cases, User Flows, Gap Analysis Docs, Logical Diagrams & Data Mappings for Agile & Waterfall SDLCs and performing **end to end testing**.

NHPC Limited:  
(Aug'10- Jun'13)

#### Project & Operations Management and Process Improvement

- Managed the entire gamut of project operations entailing the **resource planning, resource management** and **production planning**, thereby **streamlining the operations** production lines.
- Established **long-range objectives** and specified the strategies and actions to achieve them; created monthly **generation units target** and allocated the same into daily action plans.
- Optimised cost through **manpower rationalization, automation** and **process re-engineering** using **SCADA**.
- Planning and coordinating hydroelectric production operations to increase the **plant utilization factor**.
- Creating detailed **Project plan, Communication Plan, Risk plan** with well-defined tasks, milestones, and sign-offs & presenting the project progress and **status reports** to management in Steering committee.
- Integrating test **estimation criteria**, prioritizing **test cases**, reviewing **test reports & testing** all the cases with cross functional team.
- Conducting periodic vendor reviews for **tracking project progress, Issue Management, Solution development**, contract and vendor management.
- Coordinating with power users, government agencies for efficient operations of machines and earning **unscheduled interchanges** up to 30 crores annually.
- **Forecasting of water flow** and **silt** throughout the year and coordinating with NRLDC, CERC to maximize the resource utilization.

### INTERNSHIPS AND ACADEMIC PROJECTS

#### Daikin India (Summer Internship in Sales)

- Project 'REACH' specifically focused the architects and interior designers who are the key influencers of the HVAC market.
- Meeting architects and interior designers who are primary HVAC influencers. Becoming the touch-points of the company for Influencers & Dealers.
- Responsible for giving first hand information to Influencers about technology trends and new products in the HVAC industry.
- Assessing the profile of the influencers, understanding their requirements and providing key findings and recommendations to Diakin.

#### Dexter Consultancy Pvt. Ltd.

- Market Research Study for CSR Activities in India.
- The project was undertaken on behalf of Confederation of Indian Industries (CII) to create a repository of CSR practices followed by the top 1000 companies coming under Companies Act 2013 across Delhi NCR.

#### ACADEMIC DETAILS

Degree	School/College	Board/University	Year of Completion	Percentage
<b>PGDM</b> <b>(Marketing, Operations)</b>	International Management Institute New Delhi	IMI	2015	66.8
<b>Bachelor of Technology</b> <b>(Electrical)</b>	National Institute of Technology Srinagar	NIT	2010	76.19
<b>Class 12</b>	Kendriya Vidyalaya No.-II Port Blair	CBSE	2006	75.2
<b>Class 10</b>	Kendriya Vidyalaya No.-II Port Blair	CBSE	2004	77.6