

## ARUN RAJA SEGAR

### Australian Permanent Resident

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## PROJECT MANAGEMENT PROFESSIONAL

Senior Associate, seeking a challenging role in an organization of repute to leverage my Business Process improvement skills in line with the organizational growth plan

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### PROFILE Summary

- ◆ Sincere and diligent professional with an ICT experience of **8 plus** years across **Business process improvement and PMO roles**.
- ◆ **Ability to conceptualize** the best business process for the project development with focus to quality. Set standards and implement best practices for how to run the projects.
- ◆ **Well versed in conceptualizing and implementing process improvement & modification strategies** across all functions and years of experience in handling business process improvement/re-engineering, data analysis, system functional / non-functional analysis and business case preparation.
- ◆ Possess ability in **conducting quality aspects' analysis**, implementing and Defining AS IS and TO BE processes, focusing on business improvements that can be targeted as a result of upgrading from an outdated ERP to a new contemporary solution.
- ◆ **Well-developed analytical skills** Perform activities including improving systems by studying current practices; designing modifications, recommending controls by identifying problems; writing improved procedure, monitoring project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
- ◆ Represent the functional/business area by documenting knowledge and business expertise about the domain being represented including business processes flows/maps, data requirements and business/data rules.

### Core Competencies

Process Mapping    Project process definitions    Project Management    Waterfall & Agile frameworks  
Quality Management    Liaison/Coordination    Resources Management    Stakeholder Management    ARIS  
MS Visio    Tableau    JIRA    Microsoft Power BI

### Technical Skills

Certified scrum master    Certified Internal Auditor ISO 9001:27000    ARIS    Lean    MS-Office    Sales Force

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## PROFESSIONAL EXPERIENCE

### Deloitte US India, Bengaluru

**From Sep 2017 to Oct 2019**

#### Consultant – Business Process Improvement

- ◆ Assist in defining and maintaining Project Management process and improvements.
- ◆ Defined AS IS and TO BE processes, focusing on business improvements that can be targeted as a result of upgrading to a new contemporary solution. Creating process Standard Operating Procedures for future state process.
- ◆ Plan and manage projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains
- ◆ Identify, verify, analyse, and implement process improvement and process re-engineering opportunities.
- ◆ Provide technical and analytical support for process improvement initiatives.
- ◆ Develop process analysis and re-engineering to improve efficiency, lower costs with a focus on quality and in meeting regulatory requirements
- ◆ Facilitate the design and implementation of new/improved process models and organizational structures.

- ◆ Train and guide resources in process improvement techniques.
- ◆ Collaborate with and support operational teams to achieve desired results.
- ◆ Assist in development of new process capabilities.
- ◆ Perform project management, analytics, and measures to ensure milestones are met and deliverables achieved
- ◆ Coordinate with various teams to analyse project results and performance.
- ◆ Publishing process improvement metrics

**Bank of New York Mellon Technologies, CHENNAI**  
**Analyst-Business Process Improvement**

**From Sep 2015 to Sep 2017**

- ◆ Perform project management, analytics, and measures to ensure milestones are met and deliverables achieved.
- ◆ Coordinate with various teams to analyse project results and performance.
- ◆ Identify and manage resources to deliver effective solutions.
- ◆ Ensure that the team works in accordance with the approved company operating policies, procedures, practices and methods with a focus on quality control and compliance.
- ◆ Perform activities including improving systems by studying current practices; designing modifications, recommending controls by identifying problems; writing improved procedure, monitoring project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
- ◆ Maintain user confidence and protect operations by keeping information confidential
- ◆ Validate resource requirements and develop cost estimate models
- ◆ Understand and communicate the financial and operational impact of any changes
- ◆ Suggest changes to senior management using analytics and consistent methodology to support your recommendations. Actively participate in the implementation of approved changes
- ◆ Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement
- ◆ Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues

**Object frontier software, CHENNAI**  
**Executive - Project Management Office**

**From July 2013 to Aug 2015**

- ◆ Implemented the project process and standards across the organisation and to ensure the non-conformity of process by periodically auditing on the subjects. Implementing metrics driven approach and also consolidate and analyse data across all the projects.
- ◆ Identification of project process, selecting the methodologies, creating project related templates for projects. Providing HR and staffing assistance such as identification of proper person for the project. Conducting the post project review and retro's.
- ◆ Advising and supporting the project managers in difficult and unfamiliar circumstances. Delivering training and mentoring project team members. Identification of LMS, defining the training process and collecting metrics.
- ◆ Provide enterprising report to the managements like resource utilization report, project status report, engagement score cards,
- ◆ Participate in quality and process reviews. Identifying and managing the risk database.
- ◆ Support the business through effective change management initiatives. Formulating and driving strategies to enrich the organisation maturity level.
- ◆ Deriving the communication protocol across organisation and be the initiator for organisation level new initiatives and for identifying tools to the respective departments.
- ◆ Define AS IS and TO BE processes, focusing on business improvements that can be targeted as a result of upgrading from an outdated ERP to a new contemporary solution
- ◆ Working with the client and the vendor, trace target state processes to functional and non-functional requirements with the ERP system
- ◆ Maintain the requirements documentation as it progresses through solution reviews, testing and implementation

**PMO- Analyst**

- ◆ Spearheading efforts across formulating plan for un-interrupted production. Efforts for handling entire gamut activities pertaining to monthly production plan in coordination
  - ◆ Ensure production activities and proper clearance during the planning of production. Well versed in Microsoft SharePoint creating and maintaining the sites, communities & contents
  - ◆ Leading and guiding cross functional team for analyzing and sorting off time production errors.
  - ◆ Adhere to the various quality measures and procedures to maintain quality standards by regularly supervising all production activities.
  - ◆ Take appropriate quality measures including preparation/ maintenance of necessary documents and conducting audits to ensure compliance with standards while instrumental in communicating with Journal managers & supervisors in abroad.
  - ◆ Significant efforts across presenting weekly report and monthly overview sum-up to MD & Managers while making efforts across conducting production Audit and streamlining process by department wise.
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**EDUCATIONAL CREDENTIALS****MBA (Marketing & HR), 2012**

Hindustan University; 7.8 CGPA

**B.Tech (IT), 2009**

National Engineering College; 67 %

**XII, 2005**

Kamaraj Matriculation Higher Secondary School; 70%

**S.S.I.C, 2003**

Kamaraj Matriculation Higher Secondary School; 73.5 %

**Academic Accolades**

- ◆ Awarded with Spot & Applause awards in Deloitte US India.
  - ◆ Certified with BRAVO and Deliver excellence to the client awards at BNYM.
  - ◆ Awarded as the best support person at OFS in 2014
  - ◆ Awarded as the best management trainee for the year 2012 in TNQ books & Journals
  - ◆ Succeeded in presenting a paper at Singapore tiger breweries about lean management.
  - ◆ Attained best performer award in AD-ZAP, Aptitude and 1-Minute Manager conducted by RIPE.
  - ◆ Gained 2<sup>nd</sup> prize in AD-ZAP at H'AVION 10.
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**Extra-Curricular Activities**

- ◆ Football member of "Footlongs" & "ECD" football clubs and won gold medal at Karnataka football league
- ◆ Served the responsibility of Captain of NEC Football Team and captain & mentor of Kovilpatti and Banaswadi football club.
- ◆ Won gold and bronze medal for college football team in Anna University competitions
- ◆ Participated and won several football competitions at district and divisional level.
- ◆ Active member in Young Soul Foundation.