

RACHNA SINGH

6692529241 - singh.rachna93@gmail.com

PROFESSIONAL SUMMARY

Program & Analytics professional with 7+ years of experience driving cross-functional execution, multi-phase product rollouts, and partner coordination of digital products across fintech and telco. Adept at managing project lifecycles, bringing structure to complex workstreams, aligning stakeholders, improving reporting efficiency, and supporting leadership with clear communication and dependable follow-through. Known for owning execution, building trust with teams, and keeping priorities moving with minimal oversight.

WORK HISTORY

10/2025 to Current

Product Strategy & Operations Intern

AC Tech Inc – Irvine, CA

- Support product and operations planning for a blockchain-enabled fintech infrastructure initiative.
- Assist with KYC/KYB/AML compliance requirements across on-boarding and risk workflows.
- Contribute to requirements documentation for compliance and operations workflows.
- Summarize vendor proposals, pricing, and technical capabilities for cross-functional teams.

04/2023 to 08/2024

Product Lead

One97 Communications Ltd.(Paytm) – New Delhi, India

- Managed multi-country telecom partner digital products implementations across 10+ MEA/Asia/Africa regions, improving rollout predictability and reducing dependency-related delays for handling ~600K daily server hits.
- Strengthened cross-functional coordination between Engineering, QA, CRM, and Operations, increasing readiness accuracy by ~18% through structured tracking and weekly alignment.
- Improved UAT efficiency by introducing standardized grouping and prioritization, accelerating critical bug closure cycles by 2-3 business days.
- Developed weekly KPI dashboards and leadership updates used by senior stakeholders to make cycle-planning decisions.
- Reduced cross-team communication gaps by implementing a unified reporting format adopted by both internal and partner teams.

07/2019 to 04/2023

Senior Product Analyst

One97 Communications Ltd.(Paytm) – New Delhi, India

- Led cross-functional launch-readiness for One97's Cloud IVR system during COVID, enabling telecom partners to reach over 10K+ customers per day through single automated outbound calling.
- Improved coordination across GTM, Sales Ops, Engineering, QA, and Client Ops by operationalizing a consistent readiness checklist, shortening launch preparation cycles by ~15–20%.
- Consolidated performance metrics into structured weekly summaries that enhanced leadership visibility.
- Streamlined issue resolution by coordinating between QA, Engineering, and Client Ops, reducing average turnaround time for high-priority fixes.

07/2017 to 07/2019

Product Analyst

One97 Communications Ltd.(Paytm) – New Delhi, India

- Coordinated the 7-phase Vodafone Sakhi program rollout, aligning Engineering, CRM, Sales Ops, QA, and field teams across 23 regions.
- Created solution documentation, SOPs, and methods of procedure for smoother handovers to operations teams.
- Supported phase wise go-live readiness by tracking risks, dependencies, and closure timelines across teams.

EDUCATION

08/2025

Master of Science: Business Analytics

California State Polytechnic University - Pomona, CA

Master of Applied Management

Dr. A.P.J. Abdul Kalam Technical University - India

Bachelor of Applied Management

Dr. A.P.J. Abdul Kalam Technical University - India

SKILLS

- **Analytics & Reporting:** SQL, R, Python, Tableau, MIS, ERD
- **Product & Process Management:** BRDs/PRDs, UAT, PDLC/SDLC, A/B Testing, Technical Documentation
- **Project Operations & Execution:** Agile & Scrum, Stakeholder Management, Risk & Issue Logs, Cross-Functional Collaboration
- **Collaboration & Tools:** JIRA, Confluence, MS Visio, MS Powerpoint, GitHub, Excel, Canva, Office 365.
- **Cloud & Technology:** SaaS, APIs, Cloud-based IVR Solutions, IVR, USSD, OTT, GEN AI, LLM, Streamlit

CERTIFICATIONS

- IBM Data Science Professional Certificate
- Agile Scrum Fundamentals Course & Certification

LANGUAGES

English

PROJECTS

AI-Powered Career Insights Dashboard (Personal Project, 2025)

- Designed and built an interactive career insights dashboard using large language models (LLMs) and Streamlit to interpret natural-language voice inputs and extract role and location preferences.
- Applied Generative AI and NLP techniques to convert user queries into structured search parameters, enabling multi-platform job aggregation and scoring.
- Integrated public APIs for real-time job search, leveraging prompt-based reasoning for relevance ranking and summarization.

The Comparative Industry Analysis of IT and R&D Spending and its Impact on Firm Profitability - Awarded at 2nd Place in Annual MSBA Conference (Academic 2024-2025)

The study examined how firms' IT and R&D investments from 2017–2021 influence profitability across five industries, finding R&D consistently boosts returns in innovation-focused sectors while IT spending shows mixed or delayed effects depending on the industry.

PROFILES

[LinkedIn](#)

[GitHub](#)