

RICHA PRAKASH

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Area of Expertise

Change Management	Stakeholder Management	Artificial Intelligence & Data Science
Product Owner	Lean Management	Banking & Financial Services Industry
Management Consulting	Agile Methodology & Agile Delivery	Project Management

Professional Snapshot & Key Highlights

- Seasoned professional **with 8+ years of experience**, currently associated with **Standard Chartered Global Business Services (SCB GBS), Bengaluru as Machine Learning Delivery Lead**
- Exposure in working directly with clients to **conceptualize, design and deliver high-quality solutions** and insightful analysis on a variety of projects ranging in both complexity and scope
- Fintech professional experienced in **Solution Consulting, Business Analysis and Software Development/Delivery** focusing on Digital Transformation in **Banking & Financial Services domain**
- Responsible for working with a team of data scientists, engineers and business partners to bring analytical insights to business initiatives and facilitate decision making
- Guide the data scientists in **translating business questions to solvable problems**, identifying the right data and its limitations to drive business solutions utilizing advanced techniques including machine learning, statistical models and then work/guide the team to create them into user friendly products
- Consult and liaison with business stakeholders by serving as the **data science subject matter expert**, translate results into actionable recommendations Identify potential consequences of proposed plans and provide alternative recommendations; and presenting insights and recommendations
- Strong understanding on **complete ML lifecycle from business requirements till deployment and feedback loops**
- Worked on algorithms like Logistic Regression, K-means Clustering, Support Vector Machine (SVM), Principal Component Analysis, RNNs, Decision Trees and Random Forests using Python language
- Implemented **Natural Language Processing based solutions** using Deep Learning, Developed Virtual Assistants and Conversational Chatbots
- In-depth knowledge of **Software Development Life Cycle (SDLC)** methodologies like **Waterfall & Agile**
- Front ended Automation Tool development in a retail process to achieve 25% efficiency gain- involved in data analysis, process re-engineering, cost benefit analysis and implementation of solutions designed
- Part of two Lean transformational deployments in **Reconciliation and Client On -boarding Process** as a Lean Change Agent, achieved 20% efficiency (equivalent to ~20 FTE benefit)
- Effective communicator with good interpersonal skills, logical thinking & analytical abilities
- Received Excellence award from SCB GBS CEO for effective project management and Innovation

Organizational Scan

Standard Chartered Global Business Services, Bengaluru – SCNXT as Machine Learning Delivery Lead

July'19 – Present

Roles and Responsibilities:

- Promoted post 21 months to Machine Learning Delivery Lead
- Product Owner for Natural Language Process Component's Scrum Team for in-house AI product, driving feature development and prioritization of the product roadmap
- Collaborate with product management to define the overall product strategy and roadmap for the Product by managing prioritization and trade-offs against user experience
- Create and maintain product backlog, conceptualize & enhance product features, prioritizing backlog as per business value & customer needs
- Drive short-term roadmap for MVPs and monthly releases and act as a Subject matter expert on all Product-related stuff
- Engage with design & technology and other cross functional teams to oversee/drive the development and features delivery
- Providing vision and direction to the Agile team and stakeholders throughout the product development life cycle

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Standard Chartered Global Business Services, Chennai – SCNXT as Senior Lean Practitioner

Feb'16 – June'19 (41 months)

Roles and Responsibilities:

- Promoted post 24 months to Senior Lean Practitioner
- Help clients with their strategic and transformation agenda to improve efficiency and effectiveness through principles of lean, digitization and descriptive analytics
- Support clients improve their operations, devise their work force management (WFM) strategy, revisit and re-design their operating model through short- and long-term engagements
- Proposing customized solutions to business by understanding their requirements and acting as a facilitator between Business and Technical Team
- Lead and drive lean improvement initiatives across functions to deliver 20% capacity creation and embed lean culture
- Identify opportunities, design solutions and implement across five improvement lenses Customer, Process Efficiency, Organization & Skills, Performance and Mindsets & behaviors'
- Responsible and accountable for improvements in customer experience, process and cost for GBS
- Re-engineer process through market best practices and Fin-tech solutions
- Effectively manage the senior stakeholders to deliver efficiency improvements and sponsorship
- Project manage to deliver objectives around scope, cost and time

RBS Business Services Private Limited, Chennai- Value Creation Group as Assistant Manager

Dec'13- Jan'16 (25 months)

Roles and Responsibilities:

- Partner with franchises to embed continuous improvement culture & provide support to meet their quality objectives
- Deliver transformation projects through Process re-engineering through tactical e-solutions resulting in Cost saving efficiencies
- Drive the culture of customer centricity within RBS India; help teams understand E-2-E customer journey to provide an enhanced service across segments
- Support deployment of Lean as Lean Change Agent. Drive and ensure sustenance of Lean culture in India
- Lead and drive projects which are simple to medium complex in nature
- Assist Master Black Belts/Black belts in Special Projects by demonstrating analytical capabilities and developing innovative solutions
- Lead Process Walkthroughs and identify efficiencies using Lean, CI & RCPS tools (VSM, DILO, Demand Capacity Analysis, etc.)

Computer Sciences Corporation Private limited (CSC) as Business Analyst

Aug'12- Dec'13 (16 months)

Roles and Responsibilities:

- Experienced in Requirements gathering and documentation, Project Scoping, test scenarios, SDLC
- Proficient in writing Functional Spec Documents, Business Requirement Documents, Use Cases, Test Plans and test cases
- Quality Assurance- Preparation of test strategy and dealt with end-to-end testing implementation

Educational Qualifications

- MBA (Finance) from Institute of Management Studies (DAVV), Indore- June 2012- 8.50 pointer
- B.Com.(Finance Honors) from Banaras Hindu University, Varanasi- June 2010- 74.2%
- Higher Secondary School from St. John's School (DLW, Varanasi) ISC Board- May 2007- 85%
- Secondary School Examination from St. John's School (DLW, Varanasi) ICSE Board- May 2005-82.5%