



MISHIKA SHUKLA	Contact No: +91 	Email: 
ABOUT ME		
An accomplished and result driven individual with a curiosity to take up new challenges, learn and grow. I excel at leading business transformation projects while building relations , managing the people side of change , monitoring Key Performance Indicators, creating and implementing strategies to improve them.		
EDUCATION		
SRM IST (B.Tech – Computer Science & Engineering)		2017-2021
<ul style="list-style-type: none"> Head of the Literary and Music Club- Lead a team of 20+ members, led seminars and initiated an innovation hub. Part of the 5-member organizing committee of Rubaroo, the annual national cultural fest with a footfall of +4000, enabled the coordination of day long cultural events and hospitality. 		
WORK EXPERIENCE		
2.5 years of hands-on experience of owning End-to-end transformational projects, creating and implementing change management plans, stakeholder analysis , vendor management , process mapping , end user impact assessment , training & communication strategy.		
AB InBev	 Change Management and Process Expert 	2020-Present
<u>Procure To Pay Digital Transformation</u>		
<ul style="list-style-type: none"> Recognized with the Pitcher award for achieving >75% user adoption in Nigeria Established an NPS system to monitor user sentiments <ul style="list-style-type: none"> Improved the user NPS from -40 to +83 by establishing an effective Change Agent Network Achieved >+50 supplier NPS by implementing an outcome focused Change Management & Communication strategy Achieved >75% supplier onboarding and adoption to the tool within first 4 months of project go live in Nigeria Established a strong sponsor coalition to drive supplier adoption and engagement by liaising with senior stakeholders 		
<u>Build the Change Management CoE</u>		
<ul style="list-style-type: none"> Achieved the Pint award for leading transformation initiative in EUR, AFR, NAZ OTC, delivering E2E communications, branding for HOPS, CWG and Change Management, marrying change management with agile ways of working (MVPs) Eliminated the overall external consulting spend of \$58,000 for AB InBev by building the training material providing hands on training to 13 people leaders of Business transformation on E2E change management principles of Prosci methodology Ideated and & piloted the agile change management framework to enable the deliverables of the product in sprints (MVPs) Quantified change outcomes by devising a data centric change management approach via periodic assessments of project. 		
<u>Order to Cash Transformation</u>		
<ul style="list-style-type: none"> Designed scalable change management plans for OTC Highradius for Credit, Collections and Cash Application Clouds in AFR <ul style="list-style-type: none"> Ensured 100% user training by creating and implementing the Global OTC Certification assessment approach Designed adoption strategies accounting change fatigue, communications and, gamified training & tracking Created core change plans – people engagement & communication; Led the design & roll out of E2E communications Brought into practice data driven risk identification and mitigation (go-to-green plans) for both people & project risks 		
<u>Communication and Branding</u>		
<ul style="list-style-type: none"> Created classroom themed global credit policy LMS modules now being used as onboarding tools for credit & sales teams Led the entire branding campaign – logo design, app theme & website design for the supplier chat bot HOPS Ideated and led logo campaigns for Cash work group and change management which were used officially by the team. 		
<u>Network and Engagement</u>		
<ul style="list-style-type: none"> Partnered with cross functional teams like PBS and LMS to build the Change Management curriculum and awareness drive Cemented the relation with AFR change team and established a CM global forum for best practices with the local zone teams Created and implemented the change agent onboarding approach now adopted as best practice across zones 		
<u>Digital Solutions</u>		
<ul style="list-style-type: none"> Created and implemented E2E change management plan for Purchase Jet- a PR automation tool for Europe across 16 countries <ul style="list-style-type: none"> Created the training manual, user guide and FAQ document by understand the E2E functionality of the tool Achieved 49% user sign and 1713 website footfall amidst year end priorities Provided effective stakeholder mapping and engagement strategies to the project team to get user buy-in Designed and deliver E2E communications for users, stakeholders and project team to increase visibility & awareness 		
CERTIFICATIONS		
Prosci Change Management Practitioner (Apr'21), Scrum.Org – PSM1 (May'21) & Scrum. Org PSPO1 (May'21)		
INTERESTS AND OTHER ACHIEVEMENTS		
<ul style="list-style-type: none"> Winner of and titled as best speaker at National Debate Competition hosted by CISCE Board Fitness coach and influencer – motivating people about health, lifestyle, nutrition at office Lead vocalist at the college band Agni- won the title for the best singer at group, solo and duet performances 		