



Rahul Ahlawat

Program Manager | Cross-Functional Leader | Strategic Advisor

Contact

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[Professional Website](#)

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Education

Master of Business Administration (M.B.A)

Indiana University – Kelley School of Business, U.S.A.

Marketing & Business Analytics
2013 – 2015

Bachelor of Engineering (B.E.)

University of Pune, India
Electronics & Telecommunications
2003 - 2007

Skills

Management Areas:

- Project Planning
- Roadmap Development
- Program Management
- Business Ops Transformation
- Change Management
- Cross-Functional Leadership
- Budget & Capacity Management
- Vendor Management

Technology & Delivery:

- Agile & Waterfall Delivery
- Digital Transformation
- PowerPoint, Excel & Word
- HTML, CSS, JavaScript
- JAVA, Visual Basic (and Macros)
- JIRA, Azure DevOps
- QTP, Selenium
- Tableau

Certifications

- Project Management Professional (P.M.P.)
- Certified Scrum Product Owner (C.S.P.O.)
- AWS Cloud Practitioner
- Microsoft Azure

Profile

Rahul is an experienced program manager with more than 12 years built in leading end-to-end business-critical programs to help large organizations meet business objectives through strategizing, building and operationalizing key technology-enabled business offerings, customer products and internal/external-facing organizational solutions, across various Fortune 500 companies. With a strong data-driven and customer/client focus, he has led global cross-functional teams to manage business programs and deliver solutions at-scale that drive business growth as well as operational excellence, costs reduction, process & tech transformations, governance etc. while collaborating with executive leadership, organizational stakeholders, clients & customers, vendors and external partners, etc.

Work Experience

Deloitte Consulting LLP (2014 – 2021)

Manager - Strategy and Business Operations

Leading business-critical and customer-centric programs & projects end-to-end for large organizations, establishing organizational vision & roadmaps, overseeing processes & standards definition, product development, managing operations standardization initiatives including tech & process modernization, cloud setup, service ops excellence & customer success, working with various stakeholders and managing large teams & vendors, owning budget/PNLs, managing stakeholders, risks, tradeoffs and leadership communication.

Representative Projects:

- Led roadmap definition for a large-scale program to modernize a top-3 US Health Insurance Org's business IT operations stack, targeted to save >\$10M per year.
- Led a key program for a Gov. Health Office to build a cloud-based Patient Platform impacting >20M citizens, providing access to critical genetic testing results.
- Managed a program (central PMO) to overhaul the distributed systems IT stack for a US Telecom Services provider's retail customer journey to enable faster GTM for products, while saving >\$20M per year.
- Led standardization of a Customer Support organization supporting B2B technology solutions (20+) to redefine processes, set KPIs and customer usability features, service associate effectiveness, etc. improving Net Promoter Score from 5 to 8.
- Helped a medical services organization with reducing delays in critical patient testing from 5% to 0% due to lab inventory shortages, through digitizing its lab inventory management processes while also saving labor costs of 200K/year.
- Setup a central Technology Governance function along with key processes for a global food & beverage org, creating savings of \$3.5M+ in software infrastructure via a standardized technology procurement model across its business units.
- Managed a Customer Success program for providing core cloud infrastructure, engineering, technical and account support to enable 'client' teams building market-focused products and solutions.
- Implemented technology delivery modernization methodologies across multiple organizations, including Agile & Scrum, process & QA automation, etc.

Tech Mahindra Ltd., India (2007 - 2013)

Project Lead – Product Design & Engineering

Helping organizations in building capabilities to improve end-customer experience and to launch new offerings, while modernizing systems and processes to enable faster go-to-market abilities. As a Project Lead and SME, working directly with Business owners/Product owners to establish product requirements and with IT teams for managing delivery.

Representative Projects:

- Led a project team of 20+ onshore and offshore resources to launch the first consumer fiber-optic internet service in the UK, gaining 1M+ customers over year 1. Led E2E delivery, working directly with client leadership & third-party vendors.
- Helped a UK Telecom provider improve its time-to-market new consumer products from 6 months to 3 months through a modernization effort to migrate the Product Management system (supporting 5k+ B2B/B2C products) to Oracle.
- Led a key project to provide online shoppers of a major Telecom provider with real-time information on out-of-stock vs in-stock inventory across 500+ SKUs, building digital integrations between fulfilment inventory system and the customer portal.
- Managed planning and execution for technology (IT) Quality Assurance efforts to revamp the core billing function for a Telecom provider, covering all of Eurozone. Designed and developed key test automation capabilities utilizing Java, VB and QTP to reduce production defects by 60% helping increase testing coverage to 3x and frequency to 2x, reducing manual testing (labor) costs by 200K per annum.