

## NAVEED AHMAD

### Senior Solution Delivery Manager

Accomplished IIIT & IIM graduate with a proven track record of driving results. Expert in strategic planning, business operations, and achieving top/bottom-line goals. Seeking dynamic roles in **Strategic Planning & Implementation, Digital Transformation, Program Management, or Customer Success/ Account Management** with a prestigious organization.



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## PROFILE SUMMARY

- Performance driven & highly entrepreneurial professional with 13.5 years of **Strategic Planning & Implementation, Digital Transformation, Business and Technology Stakeholders Management & Account Management/ Customer Success**
- **Key Products:** Low Code Platform, Business Process Management (BPM), CRM, Enterprise Content Management (ECM), RPA (with Cognitive), Customer Communication Management (CCM), Cloud ERP (SAP Business By Design & Oracle Netsuite), Enterprise Mobility Platform, Scanning Solutions (Data Extraction), ChatBot, Web Portals, Contract Life Cycle Management (CLM), Transformation Program Management Tools, Enterprise Content Management (ECM)
- **Governed provisioning of digital/transformation solutions** that engaged executive management and diverse teams at all levels with the development of IT roadmap along with the vision, strategy and release plans
- Established effectiveness in high-profile transformation roles with domain expertise across **BFSI, Retail & Manufacturing Verticals**
- Successfully delivered **10 large digital transformation programs**; managed USD 5 Million budget with large team size of 40 team members
- **Extensive Project Management & Governance experience**; excels in developing & implementing solutions, collaborating with business leaders & stakeholders to achieve higher levels of efficiency with proven capabilities in on-time delivery of projects
- **IT Transformation Specialist**; Steered technology and processes transformation by reengineering existing process, products and people; designed strategic IT transformation plans and implemented a target operating model that leveraged new business enablement and reduced costs

## WORK EXPERIENCE

### Sep'22- till date with Boston Consulting Group as Senior Solution Delivery Manager

#### Key Result Areas:

- Currently manages, and oversees all client implementation of KEY By BCG, BCG's cloud-based transformation management platform across APAC region
- Accelerating commercialization in partnership with BCG's Practice Areas and knowledge teams - supporting product adoption & client success
- Engage in pipeline work with potential customers as an expert and proactively support all sales stages and activities needed to progress the sale
- Own and execute standard/customized product demonstrations, and/or proof of concepts when required, highlighting strengths of the product in fulfilling specific business needs through product features
- Building a deep understanding of BCG topic methodology and is able to proactively apply methodology to a given situation-Deep experience in Transformation, Change Management, Program Management, and Delivery Management
- Has led and managed the set-up of Transformation Offices enabled by KEY By BCG across 7+ clients
- Managing Team of 6 Solution Leads/ Analysts to deliver BCG Digital SAAS offering globally
- Helped set up TMO for transformation of a Social Security Agency by implementing their transformation program management tool, targeting effective tracking of \$100Mn+ savings

### Apr'22-Sep'22 with Sirionlabs as Senior Manager- Partner Success

#### Key Result Areas:

- Working closely with Partners (Big 4) and Customer (Fortune 1000 Companies) for end to end automation of Contract Lifecycle Management Module using Sirionlabs Products (CLM, AI Based Auto Extraction, Contract Repository and Post Signature Management).
- Participating in Pre-Sales and Post Sales activities to enable Big 4 Partners & SI Partners to ensure ARR growth.

## Nov'12- Apr'22 with Newgen Software Technologies Ltd. as Senior Manager- Strategic Accounts

### Key Result Areas:

- Managing and driving **10+ Strategic Enterprise Accounts** for Newgen Product & Services portfolio
- Handling **multimillion-dollar portfolio** of EMESA Strategic Accounts
- Ensured the **account business target achievement** on Order booking, Renewals, Revenues, Collections and Targeted KPIs in **Strategic Accounts & Key Product Segments**
- Engaging with pricing & product team during **price negotiation for successful bidding and P&L enrichment**
- Ensuring end to end **optimized proposal (technical/ commercial) submission** against RFPs
- Act as **Delivery Manager for critical implementations**, making sure that budget, time, quality and outcome targets for the project/ program are met
- Contributing to the **business & technology vision and directing** by influencing strategies & monitoring execution of major technology initiatives
- **Tracking market trends** and assisting business with new strategies in digital domain
- **Enabling partners for digital transformation and applications rationalizations**
- Delivering **large-scale, complex programs** with a focus on technology transformation; collaborating with leadership teams to evaluate technology challenges
- Collaborating with the **Executive Leadership Team** so they understand & embrace how technology can enhance operational processes; **driving technology-enabled innovation** to deliver business value & competitive advantage

### Highlights:

- 4 Big Ticket Orders closed in the Last Financial Year (2020-2021)
- **Newgen Excellence Award** for Q2 2019 Best Performance towards driving revenues
- Newgen Emerge Leaders 2017-18 for consistently added value to the business/organizational goals
- Asian Banker Financial Technology Innovation West Africa Awards, 2019- Best Branch Digitization Initiative & Branch Process Automation

## May'11 – Nov'12 with Softype as Cloud ERP (Netsuite)- Functional Consultant

- Prepared Business Requirement Document (BRD) and functional specifications documents for Material Planning, Mid-Manufacturing, Preventive & Breakdown Maintenance and Interdivision Sales and Purchase
- Interacted with the client's Implementation Manager in order to expedite implementation by coordinating and conducting business process mapping sessions with the process owners on a regular basis
- Managed technical team in order to deliver the modules as per the functional specifications

## Apr'10 – May'11 with ITC Infotech as Functional Consultant -- SAP Business ByDesign (Cloud ERP Solution)

- Worked as a key member in setting up & managing ITC Infotech's Cloud Computing Center of Excellence for midsize companies
- Studied and understood the legacy systems being used by ITC distributors and evaluated the fitment of SAP ByDesign

## EDUCATION

- **Advance Program in Artificial Intelligence** for Marketing IIM- Calcutta in 2021
- **MBA in Marketing & IT** from Indian Institute of Information Technology and Management (IIITM), Gwalior in 2009
- **B.E. (Mechanical Engineering)** from Uttar Pradesh Technical University (UPTU) in 2006

## CERTIFICATIONS

- Lean Six Sigma Green Belt Certified from KPMG
- Certified Scrum Master from Scrum Alliance, Inc.
- Certified Scrum Product Owner

## PERSONAL DETAILS

**Date of Birth:** 21 Oct 1984

**Language Known:** English and Hindi

**Address:** T 181/5, Emerald Compound, New Palam Vihar Phase 2, Gurgaon-122017