

Gaurav Singh

gauravjec@gmail.com | +91-8275045114 | Bangalore, IN | <https://www.linkedin.com/in/gaurav-singh-ntpc>

CAREER SUMMARY

- Seasoned professional with 11+ years of experience in **Project Planning & Program Management, Digital Transformation, Strategy, Stakeholder Management, Client Relationships** & collaboration with cross-functional teams
- Spearheaded NTPC's Digital Transformation Roadmap** to minimise inefficiencies in material & resource management; Successfully improved bottom-line by 12% through real-time org-wide information dissemination
- Program Managed development of **2 state of art Digital Products- CLIMS and USS**, aimed at achieving **efficient Vendor & Labor Management (100K+ labor & 1000+ vendors)**
- Accomplished leader with proven ability to effectively **manage large budget portfolios (INR 300Cr)** and supervise and lead **high-performance teams** to ensure 100% success rate in achieving organizational goals
- Honored with **5 Meritorious Awards (top 5% of ~20K employees)** for record success in orchestrating & implementing **innovative programs** aligned with organization's strategic direction, **Risk Mitigation strategies** and **Crisis Management (National Coal Crisis 2021)**

Professional Experience

11.7 Years

Senior Manager/Manager (Digital Transformation- RED's Office), NTPC Ltd Mumbai

Apr 15 - Mar 22

Digital Products

Unified Shared Service Strategy- Procurement

Worked on unifying the shared services at NTPC, with the aim to streamline, centralize and digitize the material purchase process for an annual purchase worth INR 1200Cr. USS aimed to eliminate inefficiencies in the end-to-end procurement process by focussing on 3 strategic pillars- centralized order placement; strong vendor relationships & long term contracts; and real-time procurement information system

- Ideated NTPC's Unified Shared Service strategy- Spearheaded **Contract Services Digitization**, Orchestrated **Central Material Order Placing System, Bulk Ordering & Rate-Contracts with OEMs** and piloted **Annual Procurement Plan**
- Collaborated with cross-functional teams to define product vision, scope & features; Successfully **productized end-to-end inventory purchase process into Cloud-based digital application**
- Strategically supervised project execution teams to achieve cost-effectiveness & timely completion, saving INR 2Cr cost
- USS improved inventory forecasting accuracy by 35% & reduced stock-out resolution time by 70%, thus avoiding INR 25Cr purchase costs & INR 100Cr revenue loss (2021); Pioneered long-term contracts & strengthened vendor relations

CLIMS (Contractor & Labor Information Management System)

Provided the strategic direction, leadership and project governance to create a Digital Platform aimed at providing real-time information about contract labour (100K+ employed at all NTPC locations across the country; CLIMS, a Captive Cloud-based full-stack Digital Product, was developed with the vision to minimise the revenue loss and project costs by eliminating the delays in project completion due to the discrepancy in labor payments, availability, & utilization

- Led 12 member team**, and defined vision, strategy, & roadmap for CLIMS; Collaborated with Technical Leads and the core development team to formulate project delivery plan, tools/processes and methodologies required
- CLIMS led to **transparency in annual wage payments worth INR 800Cr; Saved INR 80Cr (10%) in annual costs** due excess payout and **prevented an annual average revenue loss of INR 640Cr**
- Spearheaded features to evolve CLIMS as holistic Labor Management Platform. Devised CLIMS's **go-to-market strategy**, led the development of pricing plan & **converted 2 customers within 6 months leading to a revenue of INR 3Cr**

Crisis Management

- Averted losses, **generated additional revenue of INR 680Cr and profits of INR 550Cr during the National Coal Crisis 2021** through accurate forecast, proactive fuel planning and efficient vendor management

- Saved INR 2.5 lakhs/day costs by expediting restoration of 65MW solar power transformer; Identified material requirement, appropriate suppliers and utilized vendor relation to expedite material purchase and installation at site

Deputy Manager (Strategy- RED's Office), NTPC Ltd Mumbai
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Apr 13 - Mar

Strategy & Risk Mitigation

- **NTPC's 5 year strategic DIGITAL TRANSFORMATION ROADMAP**
 - Collaborated with cross-functional stakeholders to identify factors leading to gaps between revenue projections & actuals
 - Documented the pain points; Identified **lack of Centralized Real-Time Information Management System** as root cause
 - Created a detailed proposal aimed at **Digitalizing the processes for NTPC's 5 Pillars-** Employees, Customers, Vendors, Labour & Contractors, and Equipment/Material; Led the development of **NTPC's 5-year Digital Transformation Roadmap**
- **Piloted NTPC's vendor enlistment and development initiative;** Identified potential vendors, established relationship matrix, defined terms of contracts and nurtured strong partnerships, thus **saving INR 3 Cr costs in 5 years**

Assistant Manager (Project Planning), NTPC Ltd, Nagpur

Sep 10- Mar 13

- Established the project plan, and defined processes to achieve milestones for the project worth INR 3000Cr
- Performed risk reporting and issue resolution for project activities; managed domestic and international vendors- US vendor Alstom & GE, centralized task owners and led a team of 20 to create erection & commissioning strategy
- Pioneered advanced digital technologies such as drones for boiler inspection, reducing work hours by 80%

EXTRA-CURRICULARS

Product Expert & Trusted Tester- Google Help Forum

Dec 2007 - Present

- **Invited to Google Mountain View HQ 4 times** to participate in product summits
- Amplified products quality with advance bugs detection, issues escalation & queries resolution with quick turnaround
- Structured the Help Forums by introducing troubleshoot guide for FAQs & video solutions across languages

EDUCATION

Course	Institute	Year	Remarks
EPGP (One year full time MBA)	Indian Institute of Management, Bangalore	2022-23	
B. E. Mechanical Engineering	Jabalpur Engineering college, Jabalpur	2006-10	>95 th Percentile

IT SKILLS & CERTIFICATIONS

- Certified Project Management Professional (**PMP®**), PMI, 2021
- **Certified Product Owner and Certified Scrum Master by Scrum Alliance**
- SAP- ERP; Basic understanding of Cloud Platforms
- Tools : Jira, Figma