

Rajni Singh

Business Operations| Resource Manager| Project Management

Result oriented professional with 14+ years of experience into Business Operations, Resource Management, PMO & Business Analysis



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Education & Certifications

- PPSM Generalist Certification
- Six Sigma
- Foundation training
 - UiPath
 - Automation Anywhere
- Engagement Manager Foundation L0
- B. Com - Mumbai University
- IFBI – Diploma in Financial Banking & Insurance

Awards & Achievement

- **Capgemini 2020** – Xtra Mile
- **Accenture 2016** – ACE (Accenture Excellence) Award
- **Kotak Mahindra 2022-23** – QuanTech award for Rising Star

Tools & Technologies

- Power BI
- Service Management – ITSM Remedy tool
- Abacus Demand supply management tool
- Service Now
- MS Excel, Word, PowerPoint

Profile Summary

- Seasoned Project Management Specialist with 14+ years of experience in Project Operations, Resource Management, Business Analysis, PMO, and Alliance Management.
- Six Sigma Certified professional with PPSM Generalist Certification, showcasing a commitment to excellence.
- Proficient in dashboard reporting, project scheduling, and cross-functional coordination, consistently delivering results and optimizing processes.
- Strong leadership skills with a talent for fostering collaboration and productivity among teams, creating an efficient and friendly work environment.

Core Competencies

Business Operations

Dashboard & Reporting

Resource Management

Talent Acquisition

Business Analysis

People Management

Key Responsibilities

- » **Experienced Business Operations and Project Manager:** Leveraging over 14 years of expertise in Business Operations, Resource Management, and Project Management, with a clear vision to excel as a future business leader.
- » **Entrepreneurial Leadership:** A visionary leader skilled in fostering an entrepreneurial culture, driving exceptional organizational proficiency, and cultivating a collaborative work environment to promote ownership and innovation.
- » **Effective Communication:** Adept in exceptional written and oral communication, facilitating successful stakeholder engagement and clear dissemination of information across teams.
- » **Marketing Strategy and Execution:** Proactively support pipeline generation by executing impactful marketing campaigns, meticulously maintaining marketing data, and efficiently facilitating lead activation, contributing to revenue growth.
- » **Catalog and Data Management:** Expertly manage Procurement Catalogs, ensuring data integrity, and proficiently oversee the Catalog Management SharePoint site, enhancing operational efficiency.
- » **Stakeholder Engagement and Business Analysis:** Excel in stakeholder management within the RPA, Banking, Financial Market domain, driving process improvement and conducting insightful business analysis to support strategic decisions.
- » **Financial and Program Management:** Diligently track financials, resources, and program progress, effectively liaising with the Central PMO and orchestrating governance meetings for transparency and accountability.
- » **PMO Proficiency:** Possess strong proficiency in PMO processes, Agile methodology, and strategic solution implementation, with a relentless focus on continuous improvement and optimization.
- » **Governance:** Collaborate seamlessly with diverse teams to capture and report on regular governance meetings, ensuring accurate tracking of Program Financials and Resources and the health of the Projects.
- » **Resource Allocation and Capacity Planning:** Efficiently allocate and manage resources, ensuring timely staffing for key projects while analysing capacity gaps, enabling data-driven and informed decision-making.
- » **Central PMO Liaison:** Act as a vital liaison between the Program and the Central PMO team, consistently supporting governance initiatives, and addressing ad hoc requests to maintain operational excellence.
- » **Dashboard & Reporting:** Design and develop dashboards using data visualization tools (Power BI), Collaborate with key stakeholders to understand their reporting needs and ensure alignment with business goals, use dashboards and reports to monitor performance, identify trends, and make informed decisions.

Career History & Accomplishments

Company	Kotak Mahindra Bank (May 2022 – Present)
Designation & Role	Manager – Business Intelligence Analyst
Scope of Work /Responsibilities	<ul style="list-style-type: none"> ▪ Data mine the business portfolio and arrive at a data-driven strategy for business objectives. ▪ Design Analytical Channel engagement strategy through analytical platforms ▪ Achieve campaign business targets through channel campaigns (coverages drives) ▪ Data Analytics support to Channel/Business stakeholders. ▪ Driving training initiatives within the group and measuring the success and outcome of the training. ▪ Building Power BI reports and publishing to the leadership for understanding the progress and challenges. ▪ Developing and implementing financial strategies to meet organizational goals. ▪ Creating and managing budgets, including forecasting future expenses and revenues ▪ Monitoring and analyzing financial performance and making recommendations for cost-saving measures.
Company	Capgemini Pvt. Ltd (Aug 2018 – May 2022)
Designation & Role	Senior Consultant – Business Operations Lead
Scope of Work /Responsibilities	<ul style="list-style-type: none"> ▪ Business development support with the Capgemini, Sogeti and Intel Alliance ▪ Engage with Intel sales organization on our current and future GTM solutions. ▪ Create content in collaboration with Marketing, Enablement, and internal teams to document GTM solutions, and wins. ▪ Provide bi-weekly reporting and progress reports on Intel initiatives, deployments, and revenue. ▪ Managing the resourcing for niche skills (RPA, AI-ML, Data Analytics, Business Intelligence).Interacting with the stakeholders; handling resource management, and working on demand fulfillment with the RMG, ensuring that the demands are fulfilled on time. ▪ Generating Power BI reports on Power BI desktop and publishing it to the leadership for understanding the progress and challenges of a project ▪ Critical resource planning with limited expertise on priority projects; providing timely enhancement guidelines on the PMO portal for PM tools optimization. ▪ Leading event Management activities such as organizing project parties / outings / sports / merchandising / client visits etc. ▪ Accountable for dashboard reporting operations to the leadership and providing primary support for the portfolio dashboards; updating and maintaining project address book, organization charts and distributing lists for the project. ▪ Identifying process improvement areas for increasing efficiency through Automation; reviewing project delivery status, health checks and utilization information to the stakeholders. ▪ Managing Attrition and working on contingency plans and strategy planning for the growth of the organization. ▪ Understand the customer needs and create Business Requirements Specification ▪ Coordinate with various channels across the team during project phases to ensure customer requirements are understood correctly, Perform requirement gap analysis. ▪ Creating and issuing invoices to customers, ensuring accuracy and completeness of billing information ▪ Tracking and monitoring payments, and following up with the customers on overdue invoices ▪ Reconciling invoicing data with financial statements and reports
Company	Accenture Pvt. Ltd. (Mar 2010 – Feb 2018)
Designation & Role	Senior Software Engineer – PMO
Scope of Work /Responsibilities	<ul style="list-style-type: none"> • Interacting with the stakeholders for Logistics Resource Planning; handling resource management and working on demand fulfillment with the scheduler, ensuring that the demands are fulfilled on time. • Involved in Access Management and ensuring that all accesses has been revoked once the resource rolls off; ensuring that the on-rolls resources have the access to SharePoint, Service Now, Ariba, Abacus, Client data protection, Smart Supply, RTC, my scheduling etc. • Connecting weekly with the onshore team to ensure that all the action points are completed. • Handling central resource management by allocating critical resource with limited expertise on priority projects; providing timely enhancement guidelines on PMO portal for PM tools optimization. • Looking after capacity planning for all the joiners and existing resources. Monitoring monthly & weekly status reporting for the project. Tracking of project meeting actions providing weekly status • Leading event Management activities such as organizing project parties / outings / sports / merchandising / client visits etc. • As part of RML team, handled Analytics and Mobility and looked after demand validations for clients for both the platforms. • Successful in the recruitment slots for the profiles tagged for open demands for niche skills; achievement in getting slots from base line 30% to 90% in 6 months. • As part of Central Scheduling Team, responsibilities around bench management, resource management, managing cross BU Transfers

	<ul style="list-style-type: none"> • Demand creation, management, and fulfillment of critical demands on time with available supply internal and through external channels, Dashboard reporting to the leadership on the progress. • As part of the Accenture Problem Management Team, raising a problem ticket and conducting a deep analysis for the root cause of the issue. A Problem ticket is raised in ITSM through Problem Management Team. • Prepared weekly decks for presentations with cross vendor sessions and sent weekly reports to the Leads for the status of the open problem tickets and reason for being open. Kept a track on the action items for the open problem tickets. • Managed follow-up with the teams for submission of RCA's & revision of RCA due dates in case of a third-party dependency. Maintained the trackers with daily updates of PT creations, closures & cancellations.
Company	ICICI Prudential Life Insurance (Aug 2009 – Dec 2009) HDFC Securities (Jan 2009 – Jul 2009)
Designation & Role	Associate Health Insurance Financial Consultant
Scope of Work /Responsibilities	<ul style="list-style-type: none"> ▪ Recruited to develop business opportunities and expand product lines at the distributor level within the state of Maharashtra (Mumbai & Pune region). ▪ Enhanced sales and distribution through Channel Sales (i.e., Chemists, Doctors) and natural market. ▪ Doctors and chemist empanelment and driven them to achieve sales targets. ▪ Prepared MIS reports for the business conducted on a daily/weekly basis. The report was formed as an input for building Decision Support System, used by senior managers across the region. ▪ Preparing Call Plans and Visit Reports on a daily and bi-weekly basis respectively. ▪ Carried out market research, competitor, and customer surveys. ▪ Liaised and attended meetings with other company functions necessary to perform duties and aid business and organizational development. ▪ Enhanced sales and distribution through cold calling, generating leads and natural market support. ▪ Prepared MIS reports for the business conducted on a daily/weekly basis. The report was formed as an input for building Decision Support System, used by senior managers across the region.
Previous Assignments	Influx Group (Oct 2007 – Oct 2008) (Jan 2010 – Mar 2010)
Designation & Role	HR Executive – Recruiter & Admin
Scope of Work /Responsibilities	<ul style="list-style-type: none"> ▪ Handled sourcing of profiles through different job portals, internal database and through references; conducted screening of clients and arranged, coordinated, and scheduled interviews for shortlisted candidates. Negotiated salaries with the selected candidates. ▪ Involved in campus recruitment, managed coordination with the Head Office for daily reports and handled administration.