PRIYANKA AGRAWAL

Process Excellence Specialist

CORE SKILLS

Gitlab
Minitab
Reporting
Automation
Agile Ceremonies
Lean Six Sigma
ServiceNow
Kanban
DMAIC
5 WHY
RCA
5S

FUNCTIONAL SKILLS

Servant Leader
Reporting & Analysis
Communication Expert
Operational Excellence
Business Transformation
Continuous Improvement (CI)
Performance Improvement
Process Improvement
Process Excellence
Vendor Management
Strategy Planning
Solution Oriented

CERTIFICATIONS

- Lean Six Sigma Green Belt (LSSGB)

- Continuous Service Improvement (Deloitte - Based on Lean Six Sigma Black Belt)

- Project Management Professional (PMP)

SUMMARY

Industrious Consultant with 7.5 years of experience in spearheading process excellence, continuous improvement projects and developing strategic solutions to resolve client issues by leveraging lean six sigma principles. Possess experience of working with varied internal and external clients, while managing a team of 5 members.
Excellent at stakeholder management and meeting deliverables with high accuracy.

EXPERIENCE

UBS | Sep 2022 - Mar 2023
Authorized Officer

- Driving TPRM projects, initiatives by coordinating with various stakeholders, conducting analyses, monitoring progress, and senior management presentation
- Executed Certificate Renewal process single handedly within a week of joining, saving application. Managing external vendor to maximize profitability and achieve financial objectives
- Documenting Project Charter, Scope of Work, Project Artifacts, BRD, RACI, RAID, UAT testing, Runbook, constant follow up for timely completion of user stories
- Leading Scrum calls for daily progress, pipelines and blockers including internal and external stakeholders
- Writing Gitlab stories for development team and maintaining Kanban
- Managing process improvement to improve and consolidate end-to-end service processes; restructured documentation flow among departments and cut down paperwork by 50%
- Implemented LSS and Kaizen methodologies to analyze and optimize workflow processes, resulting in an 18% increase in team efficiency and a reduction of waste by 25% over a six-month period.

Deloitte | Jul 2019 - Aug 2022
Senior Analyst

- Proposed and drove solution that improved LOE (Level of Effort) from 5400 hrs. to 400 hrs. annually **(1300% saving)** transforming complete Performance Metrics System
- Spearheaded a change initiative, applying DMAIC and Root Cause Analysis methodology to identify and address inefficiencies, resulting in an 18% increase in productivity and cost savings of $250,000 annually
- Led project to increase efficiency rate of KPI reports; analyzed data from 125000 monthly active invoices and used outputs to guide processing teams; decreased average turnaround time to 0.5 and decreased duplicate rate by 14%
- Project planning from requirement gathering, effort estimation, technical feasibility, release management, project closure and to customer handoff until 100% completion
- Collaborated with different teams (BA, Development, UAT etc.) ensuring feedback is incorporated in each stage of SDLC including initiation, planning, execution, monitoring and close. Timely and clear communication to all stakeholders so product is seamless from start to finish
- Translated concepts into flow chart, user flows, and prototypes enhancing CSAT, user experience and demonstration to senior management and dev team
- Reviewed peer financial statements, reducing last minute errors by 40%. Mentored a colleague by developing better approach and increase productivity by 2x
- Facilitated live knowledge session to 500+ audience

Analyst

- Support reporting projects by converting data and content into meaningful metrics/dashboarding for better consumption as SLA'sand KPI's through analysis and reporting.
- Shaped standard procedures and guidelines for data analysis and reports that increased compliance and efficiency by 30% in the first six months after implementation
- Streamlined performance management process across geographies CA, US, AU, UK, +6 countries
- Outperformed in Innovation Council pillar to promote Improvement. Succeeded in usage of Teams eliminating 8000+ emails
- Curated dashboards for stakeholders to have better visibility on incidents, reducing SLA time by 50%
- Performed account maintenance, generated 25 reports, prepared 120 final KPI and SLA for Procure to Pay (AP) team

PRIYANKA AGRAWAL

Process Excellence Specialist

ONLINE COURSES

- Microsoft Project ALL: Beginner to Expert
- Advanced Excel

CONTACT INFO

priyankaagrawal1611@gmail.com
+918790491703
Linkedin

EXPERIENCE

ICICI Bank, Nov 2015 - Jun 2019

Bank Reconciliation RTR (Operations)
- Manage operations projects ensuring all benchmarks, deadlines, cost targets are met.
- Make recommendations to senior management for technology update projects
- Automation of manual process through BIU with time savings of 12%
- Worked in Trade Finance Operations as an acting Chartered Accountant handling Internal Audit activities like monthly reconciliation and product-wise reporting, reducing error rate to 7%
- Surpassed expectations handling processes such as Reconciliation, Accounting Error handling, Product viability, Formulation & updating accounting manual
- Driven Quarterly review with Senior management for department performance and accounting efficiency, leading to faster identification of issues

Relationship Manager (Customer-facing)
- Managed portfolio of exports & imports-based clients with products such as LC, BG, Bills, Remittances, Treasury, Cash Management Services, Forex purchase and sell
- Developed client relationships with 110 new clients and typically exceeded sales goals by 40%. Cross-sell of 150 new account activations for existing inactive clients
- Awarded for generating 40% additional direct fee from client remittances

EDUCATION

Post Graduate Diploma in Banking and Finance |Jan' 15 - Jan' 16
Manipal University - Bangalore

CA (Intermediate)
The Institute of Chartered Accountants of India - Kolkata

Bachelor of Commerce (Accounting & Finance) | Jul' 10 - Jul' 13
University of Calcutta - Kolkata

AWARDS & ACHIVEMENTS

UBS
- Received **high-impact** year end appraisal, feedback and appreciation within 6 months of joining
- Received **Kudos** and appreciation for quickly making great impact within UBS
- Single handedly managed external vendors for application support during weekend

Deloitte
- **Applause Award** - For embracing new role and stepping up to the challenge! You are already making a positive impact to the Program. Keep up the excellent work
- Multiple **Vantage Awards** - outstanding performance and going the extra mile
- Promoted from **Analyst to Senior Analyst within 11 months** for extraordinary impact and shaping the reporting process
- **Applause Award** within 6 months of joining - Commitment to work, demonstrated high levels of flexibility in approach, and supported CSI Training Program and delivery single handedly

ICICI Bank
- **Award of Excellence** - Exemplary performance in Existing Relationship Value
- **Superstar Summit** - Excellent performance in GI and onboarding High Value Clients
- Received Award from **Chanda Kochhar** (Former ICICI Bank MD & CEO), for being top performers during convocation