AKANKSHA RAJ

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**CAREER HIGHLIGHTS**

A seasoned professional with 6+ years of demonstrated experience in the KPO industry along with proven skills in Process Improvement, Process Excellence, Forensics & Integrity Services, Investigations & Compliance Audit, Project Management.

**KEY PROJECTS**

***Central Quality Check Team***

*Project Manager:*

* Successfully worked with business leads to establish a Central Quality Check team of 12 members from scratch, prioritizing quality delivery and ensuring the team's effectiveness.
* Developed and implemented processes to manage project scope, establish quality and performance standards, and identify and mitigate risks across multiple projects, ensuring their successful delivery.
* Monitored and allocated resources strategically, streamlining project efficiency, and maximizing deliverable outputs to achieve project objectives.

***Insufficiency Management***

*Improvement Project Manager:*

* Assessing the accuracy and necessity of Level 1 and Level 2 insufficiencies.
* Determining the underlying reasons for insufficient requirements and incorrect insufficiency reports.
* Introducing procedural modifications after discovering the root cause and witnessing significant enhancements in the Insufficiency Management Team.

***Independent Audit Team***

*Project Manager:*

* Work with business leads in defining, prioritizing, and setting up an Independent Audit team from scratch, ensuring regular audits are performed.
* Create status reports and present data to management for review/approval including decisions made and issues encountered - (Initiation-Analysis-Design-Build-Test-Go-Live).
* Direct and coordinate activities of project personnel to ensure the project progresses on schedule and budget.

| **PROFESSIONAL EXPERIENCE**  ***Ernst & Young LLP, Noida Sept 2021 – Till Date***  *Associate Consultant (Independent Contributor)*   * Assess current and upcoming processes to identify gaps, opportunities, and enhance process performance. Oversee the handover of process documentation to operations. * Aid teams in establishing appropriate business performance standards, defining improvement goals for each step, and collaborating with operations to design processes. * Act as the primary owner of Process Excellence/Continuous Improvement, driving change and improvements for assigned projects. * Promote standardization practices and enforce compliance with internal and client-defined processes. * Provide coaching to project teams on process-specific topics as needed and offer training to team members where required. * Manage client audits by ensuring all relevant requirements are met and updated. * Lead vendor physical audits, ensure adherence to compliance, and assess feasibility and authenticity. |
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| ***The Dataflow Group, Noida Jan 2018 - Sept 2021***  *Associate II (Audit)*   * To actively monitor risks to foresee/identify potential problems and proactively identify solutions to address in advance. * To work with other team members and business services departments to devise new support material based on the revised processes, to include training, reporting and systems enhancements. * To work with key business stakeholders to build a continuous improvement environment to support an ongoing program of change. * To identify and deliver service improvement activity across the organization by employing process improvement methodologies and the applications. |
| ***Genpact Pvt Ltd, Noida July 2017 - Nov 2017***  *Process Associate (Kimberly Clark Client)*   * Improve the supporting assets to help on standard deployment and best practices adoption, e.g., guidelines, processes, metrics report or dashboard and training materials. * Develop written communications providing updates to clients. * Contribute to continuous improvement by leveraging quality improvement methodologies (Six Sigma, etc.) * Participate in and support process improvement initiatives. Promote the use of knowledge management processes and tools. |
| ***Concentrix, Noida******Sept 2016 – Mar 2017***  *Practitioner (Reliance Jio)*   * Identify and assess customer’s needs to achieve satisfaction. * Build sustainable relationships with customers through open and interactive communication. * Handle customer complaints provide appropriate solutions within the timelines; follow up to ensure resolution. * Keep records of customer interactions. |

**EXPERTISE**

* Worked in cross functional teams and demonstrated ability to drive change in the process.
* Experience in managing Quality/ Process Excellence initiatives for Large Engagements.
* Ability to set-up, facilitate and lead service improvement sessions with a range of business stakeholders.
* Proficient in the use of Microsoft Office including Visio, Word, Excel, Outlook, and PowerPoint.
* Experience of designing or implementing a framework of continuous improvement at organization level.
* Strong analytical, project and product management skills, including a thorough understanding of how to interpret business needs and translate them into requirements.
* Experience of the whole project life cycle, able to operate in the initial conceptual design stage, in the depths of system testing, and at each stage in between.

**CERTIFICATIONS**

| * Quality Management Foundations * Root Cause Analysis & 8D Problem Solving * Business Process Improvement & Process Mapping | * Mastering the Seven Quality Tools * Business Analysis Fundamentals * Quality Management Fundamentals |
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**ACADEMIC QUALIFICATIONS**

| **Exam/Degree** | **Institution/Board** | **Year of Passing** |
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| PGD Financial Analysis | ICOFP, Delhi | 2012-2014 |
| **B. Com, Financial Management** | Vivekanand College, DU, Delhi | 2009-2012 |
| **12th** | DPSGV, CBSE | 2009 |
| **10th** | DPSGV, CBSE | 2007 |