

ANUJA AGNIHOTRI

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PROFESSIONAL BACKGROUND

Ms. Agnihotri has a broad range of experience in project and program management, process improvement and change management in different industries across global markets and hierarchies in an organization. She is proficient at managing multiple priorities and has a proven ability to work with cross-functional groups and varied cultural backgrounds. She has used her problem solving, organizational and communication skills to consistently achieve business objectives, improve financial performance, enhance customer satisfaction scores, increase process efficiency, including expanding operational capacity and improving supplier relations.

Ms. Agnihotri has an ability to make an impact and add value in a way that is unique to the client's value proposition, enabling them to be competitive and drive business results. She is passionate about fostering long-term relationships and ensuring success across all team members. She thrives in challenging, fast paced and results driven environments and does so by working collaboratively and learning continuously.

SELECTION OF RELEVANT EXPERIENCE

Project Manager | R&D Expansion and Consolidation

Anuja was most recently tasked with assessing expansion capabilities of R&D sites to increase the company's global footprint. In this role, Anuja worked with Hardware, Software and Data Science teams to understand current state, learn roles and responsibilities at existing sites, gauge possibility of either transferring or merging roles with other sites in region. She engaged Tax, IP and Legal teams to understand implications and mitigate risks with consolidation and growth. Anuja created a task force to conduct research on viable options, work with external vendors on regional infrastructure and government policies as well as deep dive on talent landscape and associated costs to provide a holistic recommendation to executive leadership on a path forward. The goal of the assessment was to present a recommendation to the leadership team and work with Site Leads to expand the locations in region.

Program Manager | Global Launch of Medical Device

Anuja developed the global launch strategy for different versions of medical device software in conjunction with the Global Strategic Marketing group. She spearheaded launch efforts in multiple countries across three continents, navigating a mixed compliance landscape. In her role, she worked with regional teams and various functional areas to ensure on-time launch and seamless transition within software versions. This included being closely aligned with the software development schedule, implementation processes, field sales and customer support readiness, end user readiness and training programs. She was responsible for building a governance model, measuring KPIs to track success and share insights on the product in market to the leadership team. Her ability to work across business units, regional teams and functional teams enabled her to create a solid foundation for digital product launches.

Project Manager | Quote to Cash

Anuja led a major strategic initiative for a technology solutions provider to improve customer quote turnaround time. She worked with stakeholders across three workstreams to implement short-term and long-term solutions and ensured sustainability through a robust change management plan and governance process. She conducted workshops with local and remote participants to identify gaps and synergies, did competitive benchmarking to gauge industry best practices, worked with external partners and provided input into pricing strategy and organization-wide supplier contract terms. Through enhanced KPI governance, new process owners and a new technology platform, the project resulted in huge improvement in quote turnaround time and accuracy, better customer satisfaction scores and a projected ROI of \$10M+ over 2 years.

Industry Experience

- Healthcare – Medical Technology
- IT Services
- Professional Services
- Aviation and Transportation

Functional Expertise

- Growth and Consolidation Planning
- Project/Program Management
- Process Improvement
- Change Management
- Strategic Planning
- Customer Experience
- Business Analysis
- Technology Implementation
- Resource Management

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SELECTION OF RELEVANT EXPERIENCE

Project Lead | Organizational Redesign – Strategy and Implementation

Anuja served as a Project Lead for the largest Sales channel for a technology solutions provider to reduce non-revenue generating time. She used a data driven approach to identify deployment solutions and headcount required for new organization structure for the Operations department. She enabled cross-functional collaboration through simplified engagement methods, new workspace layout and workflow management in Salesforce. She was involved in pilot planning, aligning resources, updating roles and responsibilities and supporting Managers with people change management throughout the project. Anuja was able to change her implementation approach through deployment waves based on fast moving pieces. The project resulted in reducing non-revenue generating time by 46% more than the goal for that Sales channel.

Project Manager | Software Assessment and Design

Anuja managed the project team responsible for creating a central repository of pilot training courses for 60 aircraft types for a global aviation company. Anuja worked with a 15-member cross-functional team located in 5 countries. She conducted detailed stakeholder analysis to target specific needs of end-users, technical writers, instructor pilots and software developers to ensure integrated content across 50+ locations around the world, minimizing duplication and resulting in a cost savings of \$200K annually. Through requirement gathering, she identified, sourced and executed an IT solution to serve as an user interface with more functionalities, including ease of update, ease of use and seamless interaction with various platforms. The vendor prototype was approved for testing in 4 training centers, one month ahead of schedule. Testing over six weeks showed an increase in system performance and end-user satisfaction. Anuja successfully negotiated pricing agreements with the vendor, saving the company 20% of the prototype cost.

Program Manager | SharePoint Overhaul and Consolidation

Anuja served as a Program Manager to overhaul the intranet which houses all company documentation for a global aviation company. Anuja was involved in facilitating change at the business unit level as well as training center level and managing risk of non-compliance through the change. She identified organization-wide synergies, gaps and best practices by working with global business process owners (BPOs). She coordinated with BPOs to manage timelines, plan implementation phases of the revised platform, tracking completion and communicate on-going progress to Management. She developed a policy manual and training programs for effectively deploying and maintaining the platform, thereby converting it to a proactive vs a reactive process. These efforts increased number of active business users by 400+ within eight weeks of deployment, reduced systemic discrepancies by 40% across the network and increased trust with regulatory authorities.

Project Lead | Customer Experience for Cloud

Anuja served as a project lead to identify support requirements for customers who purchase cloud services from a technology solutions provider. She gathered internal feedback from Sales, Business Development and the Cloud teams on three cloud platforms to develop a detailed journey map. She analyzed data from customer surveys to create the cloud customer persona. This served as pre-work for the customer workshops she led, which were targeted to solicit direct feedback, validate the journey map and gauge what services customers expect with their cloud purchase as well as services they were willing to pay more for. This led to creating a verified future state journey map, which included customer expectations around technical and administrative support after their cloud purchase.

Technology Expertise

- Microsoft Office 365
- Minitab
- Microsoft Visio
- Microsoft Project
- Salesforce.com
- Oracle
- JIRA

Methodologies

- Lean Six Sigma Black Belt
- Data Analysis
- Process Re-engineering
- Project Planning & Delivery
- Organizational Design

Deliverables

- Strategic Plan
- Project Tollgate Reviews and Status Reports
- Customer Journey Maps
- Process Maps
- Project Plans
- Policy & Procedures
- Business Case
- Communication & Training Plans
- Risk Management