

MONA SINGH

201-589-0640 | mona.singh08@gmail.com | [linkedin.com/in/mona-singh-67471810](https://www.linkedin.com/in/mona-singh-67471810) | NYC | US Citizen

PORTFOLIO <https://mona-portfolio-nine.vercel.app/>

CERTIFICATIONS PMP®, CSPO®

EDUCATION Bachelor of Computer Engineering

SUMMARY

Technical Project Manager with 6+ years of experience leading enterprise-scale initiatives, including cloud migrations (AWS), infrastructure builds (ETL pipelines), and network-reliant systems (Twilio). Expert in coordinating 100+ distributed teams to deliver 10,000+ carbon credits at BiocharLife and 5,000+ users at ElevarSalud, with proven risk mitigation and succinct reporting for senior stakeholders. Skilled in Agile (PMP, CSPO) and equipped with strong communication and critical thinking for fast-paced environments.

SKILLS

- **Program & Project Management:** Enterprise-scale PM across cloud migrations, infrastructure builds, and regulatory tech projects. Skilled in risk management, cross-team dependencies, governance, and executive reporting.
 - **Cloud & Infrastructure:** AWS (EC2, S3, Lambda), Unix systems, server monitoring/log management, infrastructure automation, CI/CD concepts.
 - **Security & Compliance:** Delivery of systems aligned with audit/regulatory standards (Basel III, CCAR, ESG frameworks, CSI-certified carbon credits).
 - **Data Systems & Analytics:** SQL/PLSQL, ETL/DWH, Tableau, Power BI, Airtable, OLAP, Python data pipelines.
 - **Collaboration Tools:** Jira, Confluence, Asana, ServiceNow, Notion, Figma.
 - **Leadership & Communication:** Strong written/oral skills, proven in leading 100+ distributed teams across fast-paced, global projects.
 - **AI/ML & Data Engineering:** Integrated OpenAI APIs for automation (e.g., image detection, NLP-based FAQs)
 - **Collaboration & Delivery:** Led distributed teams to deliver AI-driven and sustainability-focused tech solutions, documented requirements (FRDs, BRDs), and presented to global stakeholders
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PROFESSIONAL EXPERIENCE

BiocharLife – *Technical Program Manager*

Remote | Dec 2023 – May 2025

- Led MRV system implementation across four countries, leading 100+ team members to deliver 10,000+ CSI-verified carbon credits, meeting international standards.
- Integrated OpenAI APIs for automated trench measurement and image validation, reducing verification errors by 15%.
- Designed and implemented Power BI and Airtable dashboards that integrated ESG compliance data with operational KPIs, enabling FP&A-style performance tracking across four countries and reducing median review time from 10 days to 3 (≈70% faster).
- Managed Agile workflows in Jira, coordinating compliance tracking and certification for distributed teams.
- Engineered AWS/Python automation for data backup and reliability monitoring.
- Standardized verification protocols and created dashboards for weekly reviews, improving reporting efficiency and decision-making speed

ElevarSalud – *Project & Product Manager (Co-founder)*

Remote | Dec 2022 – Nov 2023

- Spearheaded product lifecycle for a WhatsApp-based digital health assistant, achieving 5,000+ user adoption with equity-based compensation.
- Led Agile sprints in Jira and Monday.com, aligning engineering, design, and operations, reducing development cycles by 20%.
- Collaborated with health workers to refine features, improving usability in low-connectivity areas by 25%.
- Coordinated Twilio, PostgreSQL, and React systems, resolving blockers to ensure on-time MVP launch.

JP Morgan Chase & Co. – Business Analyst, Risk & Technology *New York, NY | Jun 2014 – May 2018*

- Delivered Liquidity Risk Infrastructure, CCEL, and Basel III/CCAR reporting across three business units; authored FRDs and user stories.
- Partnered with ETL teams on transformations to central DWH; produced Tableau dashboards for regulatory metrics.
- Designed and maintained Tableau dashboards tracking portfolio exposure, credit limits, and regulatory metrics.
- Used Jira for task tracking and sprint management, participating in Agile ceremonies to deliver risk and compliance systems on time and within scope.
- Automated reconciliations with PL/SQL and VBA, reducing manual effort for liquidity and exposure data.

UBS – QA Engineer, Risk & Technology *New York, NY | Feb 2012 – Jun 2014*

- Led QA for capital market risk systems, validating data pipelines across multiple time zones.
- Automated testing with Excel VBA and Shell scripts, reducing manual effort by 25%.
- Optimized PL/SQL queries for Oracle databases, ensuring data consistency for VaR calculations.
- Managed test case planning and defect tracking using HP Quality Center, while mentoring junior QA engineers and standardizing testing documentation.

Apple – Production Support Engineer *India | Oct 2008 – Feb 2012*

- Supported iTunes and MobileMe infrastructure, resolving high-priority incidents to minimize downtime.
- Automated server monitoring with Shell and Perl scripts, improving disk space utilization by 20–30%.

ADDITIONAL EXPERIENCE

Entrepreneurial Ventures & Professional Development *India, Nepal, Thailand, US · Jan 2019–Oct 2022*

- Led volunteer-driven (partially compensated) infrastructure projects for a community organization, coordinating 50+ team members, managing \$50K+ budgets, and achieving 100% on-time delivery with Agile standups.
- Launched no-code tools (WhatsApp flows, Airtable trackers), reducing onboarding time by 30% in low-connectivity settings.
- Completed 1,500+ hours of Vipassana meditation, enhancing focus, decision-making, and conflict resolution.
- Transitioned into ElevarSalud to lead product and program operations (see above)