GAURAV KUMAR

Forward-focused professional; Targeting assignments in strategy consulting/ Process excellence with a leading organization

CONTACT INFO

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CERTIFICATIONS

- Lean Six Sigma (Green Belt) by KPMG
- Design Thinking
- Strategic Management from Copenhagen Business School
- Microsoft Certified Technology Specialist
- Microsoft Certified Power Platform Consultant
- Business Requirement Analysis
- Certification in Internet of Things
- ITIL and Agile Way Of Working
- Digital Competition in Financial Services
- Digital Transformation
- Introduction to Artificial Intelligence
- Project management fundamentals

CORE COMPETENCIES

- Digital Transformation & Strategy
- Business Analysis
- Process Improvements
- Product Conceptualization
- Client/Stakeholder Engagement
- Decision-making Support
- Project Management/ Service Delivery

PROFILE SUMMARY

- A growth-oriented professional with **nearly 8 years** of **Consulting, Strategy** and **Process excellence** experience.
- Currently working as **Associate Manager** (**Digital Transformation Strategy**) with **Accenture**; providing direction for developing organizational processes, framework, and methodology for major clients
- **Keen Strategy Consultant** with expertise in executing the following consulting responsibilities:
  o Devising Digital Transformation strategy using AI and RPA for the clients
  o Collaborating with various stakeholders, analysing the data, **providing market insights** creating the forecasting models and report for the leadership
  o Facilitating the **industry analysis**, analysing, and capturing emerging organizational and technical **trends** and publishing the report along with the recommendations
  o Creating the roadmap to Build **innovative and practical client solutions** and managing large organizational changes
- Hands-on experience in **capturing As-Is process**, preparing documents, **analysing gaps** and implementing solutions
- Expertise in driving benchmark-setting operational systems & deploying **continuous improvement initiatives** in the client's organization
- Highly-skilled in understanding existing services, identifying bottlenecks & improvement opportunities along with ensuring appropriate business strategies are in place and are acted upon according to priorities
- Experience in analysing clients' business, competition, and markets; Developing and responding to request for proposals
- Active contributor to centre of excellence by writing research articles **on IOT, RPA, AI, OCR, Blockchain**, augmented & Virtual reality and their business implications
- Successfully executed the **digital transformation initiative** for the insurance client which led to increased associate utilization by 29%, operational efficiency by 30% and accuracy in forecasted volume by 35% which resulted in total cost saving of $1.44 million.
- **An effective communicator** with track record of leading result-oriented team; innate capability to manage & prioritize tasks in high pressure, possess analytical thinking and strong innovative & problem-solving capability

WORK EXPERIENCE

Oct'20 – Present | Associate Manager (Digital Transformation Strategy) | Accenture Technology, Noida

Key Result Areas:
- Driving analysis of challenges in operations of clients and devised the plan to mitigate the issue and increase the process efficiency
- Performing Business Analysis to provide insights and key findings that led to all-round better decision making as well as reduction of overall costs
- Building strategic relationships with internal & external stakeholders during the project development and execution stage while facilitating commercial discussions
- Suggesting technology-based solutions for enhancing functional efficiency and achieving business excellence
- Identifying business risk through root-cause analysis and suggesting removal of redundant procedures in processes
- Managing entire process operations, monitoring overall functioning, identifying improvement areas, creating product backlog, and implementing adequate measures to maximize customer satisfaction level and minimizing process gap
- Leveraging skills on **AI**, **OCR** tools, big data, workflow orchestrator Service Now and cloud to transform the digital landscape of the client
- Leading project plan and managing a team of 12 associates and prioritizing initiative based on business need

Aug'13 – May'19 | IT Analyst | Tata Consultancy Services, Delhi

Growth Path:

Team Lead (Aug'13 – Sep'14) | Operations Strategy Analyst (Oct'15 – May'17) |IT Analyst (Jun'17 – May'19)

Key Result Areas (Operations Strategist):
- Collaborated with Business development, finance and marketing team and enabled sales team for sales pitch for the existing solution.
- Guided 4 teams consisting of 14 engineers from India, Taiwan, and the US worth $4.2 million in revenue per year
- Overachieved SLM (Service Level Management) of 99% which was 5% higher than the agreed target with the client
- Played a pivotal role in bringing 3 new projects of Salesforce, SAP, and MT groups to TCS, worth $ 1.1 million/year
- Implemented Agile methodology in the project and converted business problems into User stories
- Facilitated improvement in deliveries, replaced legacy services & components leading to a reduction in remedy incidents by 20%
- Drove software distribution products such as S@M and RC Tools

Highlights (Operations Strategy Analyst):
- Developed roadmap for IT integration of subsidiary companies and new manufacturing sites of the client
- Suggested functional upgrades of existing IT services to improve efficiency
- Successfully synchronized IT services of newly acquired organizations with the client in 2017 to make them a single entity
- Collaborated with IT Service Head of client and their JDP to define guidelines for access to their Join Development Program resources
- Led the implementation of Cisco Enterprise Policy Manager for cross-organization access management
- Acted as key member of team to create a blueprint for brain servers for Dalian site of the client in 2019 which significantly increased the efficiency of application dependency and deployment manager

Highlights (Team Lead):
- Front-led 6 engineers to enhance and stabilize services of 5 distribution applications
- Successfully replaced legacy services with newer substitutes, reconfigured brain servers, and increased the efficiency of distribution applications by 40%, saving a considerable amount of time and effort for end users
- Steered the implementation of process improvements in distribution applications, which led to the soft saving of $19700, reduction in the number of remedy incidents and enhanced user experience
- Developed knowledge articles on recurring issues for timely resolution of such remedy incidents

AWARDS & HONORS

- Adjudged with "Ace Award" for the best performance in the Delivery Unit in Accenture
- Received "Best Performance Award" for expanding, improving & synchronizing IT for new micron sites in Taiwan
- Acknowledged with "Special Initiative Award" from Technology business unit of TCS for creating brainstorming practices and received certificate of appreciation from CIO of Micron for automation of support services
- Conferred four times with 'Best Team Award" and 'Star of the Month' awards from 2016 to 2019 in TCS, Delhi
- Received 'Maitree' and 'Safety Champion Award" for corporate and information safety practices from TCS Delhi in the year 2015 and 2016 respectively