

Rashmi Mishra

Innovation, AI & Digital Transformation Leader

Technology and innovation leader with 13+ years driving global AI, Data Analytics, and Digital Transformation initiatives. Skilled at managing complex portfolios, forging strategic partnerships, and delivering ethical, scalable solutions that create measurable social and economic impact. Proven ability to unite diverse stakeholders and lead innovation from vision to execution.

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WORK EXPERIENCE

Chief - Quality Assurance and AI United Nations (RSCE)

11/2024 - Present

Uganda

- Steering enterprise-wide modernization for UN field missions, unifying analytics and reporting platforms for efficiency.
- Designed and deployed a cost recovery framework improving financial transparency and efficiency for mission-critical humanitarian and peacekeeping operations.
- Built centralized AI governance frameworks and KPI dashboards, integrating operational and financial data for high-level UN committees.
- Leading AI innovation pilots for real-time mission performance monitoring; scaled two pilots to MVP stage for cross-mission adoption.
- Supporting Result based budgeting and scalability for resource planning and budget analysis.
- Drove digital innovation in alignment with UN 2.0 and UN 80 agendas, embedding future-ready capabilities into mission operations.
- Leading Digital Transformation Strategy and Implementation at Regional Center.

Analytics Head - Audit & Investigations United Nations Office for Project Services

11/2021 - 11/2024

Denmark

United Nations System

- Built a remote audit intelligence system that identifies critical risk areas with precision flagging, optimized audit focus.
- Engineered a scalable, metric-based risk model that flags high-risk areas across operations, improving transparency and supporting strategic compliance decisions.
- Led the Org level Data Maturity assessment project end to end and developed the strategy and implementation plan.
- Led forensic AI solutions using GCP-native data engineering to detect anomalies in SAP logs, enhancing governance and transparency.
- Established a Forensic Audit Task Force , building investigative capacity across multiple global regions.
- Served as a key advisor on the UN Central Analytics Advisory Team , guiding system-wide digital and AI adoption.



SKILLS

Emerging Tech & AI for Impact

Generative AI, OpenAI APIs, TensorFlow, SAP Analytics Cloud, Responsible AI frameworks

Data & Digital Infrastructure

Cloud-native lakehouse, ETL pipelines, SAP, Databricks, Azure, AWS, GCP, Tableau, Power BI, Looker

Enterprise Technology Leadership

Platform Thinking & Product Strategy, Agile Transformation, API Economy & Systems Integration, Technology Risk Management

Organizational & Change Leadership

Digital Transformation, Global Program Delivery, KPI/OKR framework, Budget Oversight, Matrix leadership

Governance & Ethics

Data governance, AI ethics, compliance, cybersecurity, inclusive innovation



EDUCATION

MS in Data Science (AI & ML)

Liverpool John Moore University

MS in IT Project Management

Stockholm University

B.Tech in Computer Science & Engineering

Jagannath University



CERTIFICATES

Certified Information Systems Auditor (CISA) - ISACA

ITIL Foundation (Axelos Global)

Scaled Agile Framework

AWS Certified Solutions Architect (Amazon)

Advance Certificate in Machine Learning & Cloud (IIT)

Executive Business Analytics & Intelligence (IIM)

Project Management Program

Investigative Interviewing



WORK EXPERIENCE

BI Analytics Manager

Alef Education

12/2018 - 10/2021

United Arab Emirates

Education Technology

- Effectively managed a multinational team of BI analysts and data scientists, fostering collaboration and delivering exceptional results.
- Modernized legacy data infrastructure on Azure, implementing robust ETL pipelines, CI/CD, and monitoring via Databricks and Data Factory.
- Collaborated closely with cross-functional teams, including C-level executives and Government officials to understand business requirements and drive business growth.
- Partnered with government ministries to deploy AI-driven recommendation engines, improving student engagement and learning outcomes at scale.
- Modernized the national education data platform on Azure with advanced governance, privacy, and compliance measures

Lead Data Solution Architect

Nearbuy (Groupon)

02/2016 - 11/2018

India

E-commerce

- Designed AI-powered recommendation engine MVP, increasing user conversion by 6% and reducing churn by 23%.
- Led the design and deployment of a modern, scalable data lakehouse using AWS Glue, Redshift, and S3.
- Introduced recommendation and personalization engines using behavioral segmentation and ML pipelines.
- Collaborated with **industry partners** to integrate scalable, customer-focused AI solutions within the Indian e-commerce ecosystem.

Sr BI Consultant

Amtex Systems

05/2015 - 02/2016

India

IT service

- Led end-to-end business intelligence projects, from requirements gathering to solution delivery.
- Developed compelling demo Business Intelligence projects and presentations, facilitating the acquisition of new clients.
- Demonstrated strong analytical and problem-solving skills to deliver tailored solutions aligned with client needs.

Data Engineer

Bharti Infratel Ltd

08/2012 - 04/2015

India

Telecom

- Established and managed the Center of Excellence (CoE) to drive excellence in technology, processes, and operations throughout the organization.
- Regularly monitored and evaluated the performance of CoE initiatives, leveraging data-driven insights to continually enhance processes and achieve key business objectives.



KEY PROJECTS

Risk Assessment Model

- Designed a project-level AI-powered risk scoring system used by internal auditors to prioritize high-risk areas, enhancing compliance and audit planning effectiveness.

Forensic Task Force

- Established a task force leveraging AI and digital forensics to enhance investigative capabilities while ensuring regulatory compliance. Delivered strategies and training that empowered stakeholders to use advanced forensic tools effectively.

AI Fraud Detection System

- Engineered and deployed an AI-powered fraud detection model, reducing fraud by 40% and saving significant financial resources. Ensured system compliance with legal and regulatory requirements in collaboration with legal teams.

Remote Audit Intelligence System

- Built a remote audit intelligence system that identifies critical risk areas with precision, reducing manual review and leveraging targeted risk models and automated flagging to optimize audit focus.

Cost Recovery System

- Led design and architecture of a data-driven cost recovery system, integrating service catalogs, auto invoicing logic, and usage analytics to enhance transparency and financial efficiency

AI Recommendation System

- Engineered and implemented a machine-learning-powered recommendation system to personalize user experiences based on behavior analysis. Achieved a 23% reduction in customer exit rates and a 3.2% increase in conversions, driving revenue growth and customer satisfaction. Played a pivotal role in optimizing user engagement and fostering long-term business growth through data-driven insights.

Enterprise Data Modernization Program

- Orchestrated migration of siloed legacy systems to unified cloud-native architecture integrating real-time governed data to support KPI tracking and data driven decision making.

Digital Transformation

- Led the regional center's digital transformation journey by modernizing systems, embedding datadriven user centric practices, and introducing scalable, cloud-based architecture, improving service efficiency and cross-functional collaboration.



ACHIEVEMENTS

Center of Excellence Award for Data Platform Modernization.

Star Performer Award for Recommendation Engine System.

Mentor in WomeninTech, ISACA and UN

Recognized for cross-unit collaboration in Enterprise Analytics