## Ajay Dahiya

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*Presently working as* ***Associate Process Consultant*** *with* ***CONDUENT***

Seeking a strong opportunity to capitalize the cross-functional industry exposure and add significant value to prospective employer

## Core Skills

|  |  |
| --- | --- |
| * Transitions & Mobilization * Resource Forcasting, Global Sourcing * Team Leadership and Staff Development * Stakeholder Management | * Project Management * Quality & Governance * Strategic planning & Implementation * Training & Development |

## Key Achievements

* **PRINCE2® Foundation and Practitioner** Certified thru APMG in Project management.
* **ITIL® Foundation Certificate in IT Service Management**
* **PMP trained** – got 35 PDU from Knowledge woods.
* Qualitative experience in Operations, Project Management, Transition & Mobilization, Management, Resource Management, Process Management (Financial and Non-Financial), Customer Relationship Management and developing procedures, service standards for business excellence.
* Managed UK and Canada processes for HRO, Health Care & Health and Welfare (Payroll, Insurance, Reconcialiation, Vendor files, Direct bills and Pension etc).
* Significantly contributed in reduction of cost by transitioning work from high cost center to low cost center in India.

## Career History

***CONDUENT Human Resource Services***

**(March 2009 – Till Date)**

**Associate Process Consultant May 2014 – Present**

**Senior Team Lead – January 1, 2011 – April 2014**

**Team Lead -March 16, 2009 to December 31, 2010**

* Process Management:
  + Complete Client process ownership
  + Design and maintain processing calendar
  + Monitor day-day work for the clients irrespective of the teams and location (within India)
  + Perform BA activities for the clients aligned
  + Co-ordinate with Team Leaders to make sure that the processing under shared service team is up to date and no SLA misses
  + Make sure that the processes completed by shared service team are QAed and appropriate feedbacks are provided for misses
  + Provide process performance feedback to the TL’s of the shared service teams and discuss the improvement areas
  + Automation, Process Improvements
  + Transition (US – India) (Client aligned – Shared Service Team)
* People Management:
  + Groom/Train Sr. Analyst/Analysts on various BA related activities across various processes
  + Monitoring, Mentoring & Manage team and peers by proving training and auditing.
  + Managing resource allocations/ resource performance Appraisals and setting up of communication channels across horizons of the organization structure.
  + Provide people performance feedback to the TL’s of the processing teams and discuss the improvement areas
  + Take care of Administrative activities for the team directly aligned
* Client management:
  + First POC for US team (LSG/SBU) for the client(s) aligned
  + Interact withUS team on a frequent basis for - Transition, feedback, change work, process management, improvement areas etc.
  + Stakeholder Management, Risk Management and Client SLA Management
  + Plan and manage project by allocating tasks, estimating levels, raising resources and identifying competencies for project delivery.
  + Identify and manage project demand supply gap, risk, mitigation, change and escalations, perform impact analysis.
* Vendor Management:
  + Interact with vendor for escalation management, error management, OE prep work and OE file management
  + Managing End to End project life cycle – Initiating, Planning, Executing, Monitoring & Controlling and Closing.
  + Interacts with stakeholders and senior management teams to report client status, project hands-off meetings, and manage escalations

**Achievements:**

* Handling Transitions and Mobilization of End to End Processes from Client, third parties to Conduent thru Prince 2 methodology
* Successfully managed transitions for 9 Day 1 clients which including finalizing RACI matrix.
* Recognized by the Xerox leaders for single handedly transition of 5 High Risk clients.
* Handled End to end Benefit Analyst role transitioning from US to India

**Aon Hewitt (***Formerly Hewitt Associates***) - January 2004 to March 2009**

**Experienced Benefit Analyst: Health and Welfare**

**Job Profile**

* Expertly trained the new recruits on product and value added services.
* Successfully imparted training on various call handling procedures and product related matters.
* Involved in successful onsite transition of Health and Welfare Enterprises from USA
* Prepared the New Training Manual and Process flows for the process.
* Worked on productivity enhancement of the associates.
* Audit of Standard Operating Procedure
* Client handling in respect to negotiations on any change in the scope of the work offloaded.
* Payroll audit and quality check as per client requirement.
* Participated in TBA system up gradation.

**Achievements:**

* Eliminated NVA’s from the project aligned; thus resulting in time saving.
* Bestowed with the responsibility of Standard operating Procedure SPOC& Trainer
* Received Award – Star of the Month, Champion of the month.

## Trainings Attended

* **Cross Cultural Diversity** – in house conducted by Xerox
* **LEAN Six Sigma Overview** – TQMI – in house conducted by Xerox
* **PMP trained** – Knowledge woods
* **Yellow belt** – in house conducted by Hewitt Associates
* **Business Writing Skills & Competency enhancement program** - in house conducted by Xerox
* **Coaching and Mentoring** Workshop - in house conducted by Xerox
* **Performance Leadership** Workshop - in house conducted by Xerox
* **Personal Effectiveness & Emotional Excellence** – In house conducted by Hewitt Associates
* **Train the Trainer (**Advanced Excel & Advance Presentation**)** – In house conducted by Xerox

## Educational Qualifications and Certification

* **Bachelor of Arts**, Delhi University (2004)
* **MBA – Project Management** from The Global Open University, Nagaland (2012)
* **PRINCE2® Foundation Certification** Thru APMG– P2R/IN082475
* **PRINCE2® Practitioner Certification** Thru APMG – P2R/IN082711
* **ITIL® Foundation (2011) Certification** Thru AXELOS - GR750172310AD
* Done One year **Honors Diploma in Network Centered Computing** from NIIT
* Post-graduation diploma in **Website Administration from IIS – Websity**

## Proficiency

* Working knowledge of MS Project, MS VISIO, JIRA, PRINCE 2 Tools and Technics, Mainframe, SQL Queries, GUI (Graphic User Interface), Outlook, Excel, Word & Power Point Presentation.

## Professional Strengths

* Good at service delivery and target oriented.
* Transitions and Mobilization.
* Project Management, Clients and Contract Management.
* Business Planning and Workforce Management
* Leadership and Team Building
* Driving Capability Development
* Performance Management & Compensation Management
* Resource Forecasting, Global Sourcing & Governance

## Personal Information

* Father’s name – Sh. Hawa Singh Dahiya
* Marital Status - Married
* Spouse name - Sadhna Wadhwa Dahiya
* Date of Birth – 12th October 1981
* Passport Number – N3288754
* Validity till – 29th September 2025