

Aditya Singh

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Your Next Global Operations Leader

Global Operations & Biz-Tech Leader with over a decade of experience architecting enterprise-wide operating systems, governance models, and cross-functional frameworks that scale complex organizations across the US and international markets. Proven expertise in transforming fragmented business processes into unified global workflows through technology, analytics, and disciplined governance, driving up to 40–55% efficiency gains and 25% revenue accuracy improvement. Led high-impact initiatives spanning Sales, Revenue, Delivery, Finance, Support, and IT—including end-to-end NetSuite Order-to-Cash automation, forecasting engine deployment, ARR automation, centralized helpdesk rollouts, and enterprise datamart design. Designed and implemented the Resource Management System (RMG) managing 800+ delivery resources, improving utilization visibility by 60% and reducing planning conflicts by 35%. Earlier experience at Foodpanda strengthened BI-driven operational control, enabling a 200% revenue collection increase and faster issue resolution across 100+ cities, while foundational roles at CDAC and Infosys refined quality governance, change management, and Agile execution practices. Combines operational strategy, technology leadership, and data-driven transformation to enable globally consistent, scalable, and high-performance execution.

EXPERIENCE

BUSINESSNEXT

Feb 2016 - Present

Global Operations Leader, Noida, India

Global Biz-Tech & Operations Leader with deep experience architecting, governing, and scaling enterprise-wide technology and operations across Sales, Revenue, Delivery, Finance, Business Operations, IT, and Support. I specialize in translating complex business requirements into standardized workflows, automated systems, and real-time intelligence that accelerate decision-making and revenue predictability. I have led major cross-functional transformations across US and RoW markets—including NetSuite-based Order-to-Cash, forecasting engines, ARR automation, SaaS datamarts, helpdesk centralization, cloud provisioning, SDR processes, opportunity intelligence, and delivery governance models.

I operate as the organization's operational technology leader, partnering with Engineering, Cloud, Product, Finance, Delivery, and Sales to ensure every function runs on reliable data, governed processes, and robust systems. My work includes designing and rolling out control towers, leadership dashboards, legal/HR/IT helpdesks, and enterprise reporting structures that become the trusted source of truth for global execution. I also lead high-impact customer demos, Gartner/Forrester contributions, and technology-driven value articulation across BFSI and enterprise accounts.

Overall, I drive technology-enabled operational excellence at scale—ensuring speed, stability, efficiency, and global growth readiness across the entire organization.

- Led Global Biz-Tech & Operations across Sales, Revenue, Delivery, Finance, Support, and IT—impacting **1,500+ users across US & RoW** and aligning all functions to a unified operating model.
- Owned the full design and build of the **Resource Management System (RMG)** managing **800+ delivery resources**, improving utilization visibility by **60%** and reducing planning conflicts by **35%**.
- Implemented NetSuite-based **Order-to-Cash, billing, collections, and revenue automation**, improving revenue accuracy by **25%** and cutting reconciliation cycles by **40%**.
- Established global delivery governance frameworks, dashboards, and time-series datamarts—reducing execution blind spots by **70%** and enabling predictable delivery across geographies.
- Drove modernization initiatives (PostgreSQL migrations, Mobile 2.0, MS Teams, Outlook, cloud provisioning automation) improving platform stability and uptime by **30%**.
- Built central intelligence systems with **200+ dashboards & datamart views**, reducing leadership decision latency from **days to minutes**.
- Designed and deployed **50+ enterprise workflows** including SDR, MEDDICC, O2C, forecasting, and helpdesk operations—cutting manual overhead by **40–55%**.
- Unified HR, Legal, IT, Cloud Ops & Support into a centralized Biz-Tech Support ecosystem handling **10,000+ tickets**, improving SLA governance and transparency across functions.
- Front-ended **100+ strategic demos** (OCP, Bot, BFSI automation, WhatsApp Banking) influencing multi-million-dollar deals and enhancing the company's position in Gartner/Forrester evaluations.
- Acted as the operational glue between Engineering, Cloud, Product, Finance, Sales & Delivery—driving unified planning, process standardization, and execution alignment across the global org.

Foodpanda India

Sep 2015 - Jan 2016

Business Intelligence Consultant, Gurgaon, India

At Foodpanda India, I strengthened national business operations by building the governance and visibility systems needed for daily city-level execution. I worked closely with commercial, finance, and marketplace teams to convert fast-moving operational requirements into real-time Sisense dashboards that improved clarity on merchant performance, order flow, supply health, and cancellation patterns. I led the Payments & Collections operating process end-to-end, redesigning reconciliation workflows, establishing structured compliance routines, and partnering with finance to improve revenue realization by **200%**. I refined operational data models and reporting cadences to eliminate manual dependencies and ensure leadership always had accurate, timely insights. This enabled faster issue detection, better resource allocation, and higher-quality execution across hundreds of cities. Overall, my role centered on embedding operational discipline, revenue governance, and BI-enabled decision systems to help the business scale reliably.

- Accelerated BI and operational project delivery by **30%** through active participation in Agile ceremonies, improving sprint predictability and reducing operational backlog across **100+ city teams**.

- Translated cross-functional business requirements into actionable BI insights, enabling leadership to make faster data-driven decisions and improving daily operational review efficiency by **40%**.
- Developed and deployed **20+ Sisense real-time dashboards** covering sales flows, merchant performance, supply health, CSAT, and operational KPIs—boosting on-ground decision accuracy by **25%**.
- Re-engineered the end-to-end **Order-to-Cash (O2C)** process, tightening reconciliation cycles and merchant compliance, resulting in a **200% increase in revenue collection** across national marketplace operations.
- Enhanced data models and reporting pipelines through iterative Agile improvements, reducing manual reconciliation effort by **60%** and improving data freshness from daily batches to near real-time.
- Enabled cross-city operations to detect issues (cancellations, SLA breaches, peak-hour failures) **2x faster**, supporting more efficient resource allocation across **hundreds of operational zones**.
- Improved financial leakage detection accuracy by **35%** through governance-driven BI automation, strengthening city-wise and category-wise revenue tracking.

Center for Development of Advanced Computing

Quality Lead, Noida, India

Jul 2011 - Apr 2013

At CDAC Noida, I strengthened delivery operations by establishing a disciplined quality and release governance framework across multiple products and projects. I led full test strategy, planning, and change-control cycles to ensure stable, timely, and compliant releases. Operating in a dual BA-Ops role, I translated business needs into clear workflows and aligned engineering, product, and stakeholders for predictable delivery. I introduced structured processes for risk management, documentation, and validation, reducing production issues by **30%** and improving system performance and team throughput. This role positioned me as a transformation enabler, driving operational discipline and scalable execution models.

- Orchestrated enterprise-level test strategies and end-to-end change management cycles, ensuring **consistent, high-quality releases** with a **100% on-time delivery** record across multiple product streams.
- Produced comprehensive technical documentation (SRS, HLD, LLD) through structured stakeholder engagement, strengthening requirements clarity and improving execution predictability across teams.
- Implemented adaptive testing and validation methodologies within formal change-control frameworks, improving responsiveness to system changes and reducing risk-related delays by **25%**.
- Enabled seamless alignment between testing, engineering, and business analysis functions, achieving **100% clarity of project objectives** and enhancing cross-functional collaboration for smoother releases.
- Facilitated operational process-improvement workshops with cross-departmental teams, refining workflows to boost system effectiveness by **25%** and removing delivery bottlenecks.

Infosys Technologies Limited

Engineer Systems, Hyderabad, India

Oct 2009 - Jul 2011

At Infosys, I supported agile development and testing for Horizon Healthcare database applications, contributing to stable and timely production deployments. I participated in daily stand-ups, sprint planning, and structured documentation to ensure clarity and smooth delivery across teams. My responsibilities included end-to-end functional testing, defect identification, and validation of system changes. Alongside this, I acted as a junior Business Analyst, helping clarify requirements, bridge communication gaps, and resolve production issues.

- Engaged in Agile team routines—including daily stand-ups and sprint planning—to support the smooth delivery and operational continuity of Horizon Healthcare DB applications.
- Prepared structured documentation such as process flows and system specifications, ensuring technical clarity and alignment with business requirements.
- Executed end-to-end Agile testing cycles, including smoke, integration, functional, release, and UAT testing, contributing to high-quality deployments and stable production transitions.
- Collaborated with cross-functional teams to quickly resolve production issues, enabling on-schedule go-lives and improving user satisfaction by **20%**.
- Took on dual responsibilities by supporting Business Analyst activities, helping streamline communication and ensuring project deliverables remained aligned with Agile delivery standards.

SKILLS

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- Leadership and Strategic Execution:** Operational Strategy & Governance, Cross-Functional Leadership, Stakeholder Management, Change Management, Transformation Program Leadership, Executive Reporting & Decision Enablement, Delivery Governance & Control Towers
 - Global Operations & Business Operations:** Sales Operations, Revenue Operations, Delivery Operations, Resource Governance, Business Process Optimization, Operational Risk and Compliance Management, Support Operations, Resource Management Systems
 - Technology & Systems:** Enterprise Systems Modernization, NetSuite O2C Implementation, PostgreSQL Migration & System Stabilization, API Integrations & Automation Workflows, Product & Engineering Collaboration Models
 - Analytics, BI & Data Platforms:** Enterprise Datamarts & MIS Automation, Dashboarding & Leadership Insights (Sisense, Power BI, Superset, Redash), Operational Intelligence & Time-Series Analysis, Forecasting Analytics (Sales / Delivery / Revenue), Data Quality & Governance Frameworks
 - Agile Delivery & Execution Excellence:** Agile / Scrum / Iterative Delivery, Sprint Planning, Stand-ups & Retrospectives, Test Strategy & Quality Assurance, Requirements Documentation (SRS, HLD, LLD), Release Management & Production Readiness
 - Customer & Market Facing Skills:** Customer Demos (OCP, Bot, BFSI Use-Cases, WhatsApp Banking), Pre-Sales Support & Value Articulation, Gartner / Forrester RFI/RFP Contribution, Client Stakeholder Engagement
 - Foundational Technical & Analytical Skills:** SQL & Data Modelling, ETL & Workflow Platforms, Process Mapping & Documentation, Problem Solving & Root-Cause Analysis, Operational Efficiency Improvement

- **Languages:** English, Hindi

EDUCATION

MBA, Marketing and Information Technology Indian Institute of Technology, Roorkee, India (GPA: 9.7)	May 2013 - Aug 2015
B.E., Electronics and Communication Bangalore Institute of Technology, BangaloreIndia, India (GPA: 7.12)	Sep 2004 - Oct 2009
XII, Science Delhi Public School, Noida, India (GPA: 7.68)	Apr 2002 - Apr 2003
X, Science Delhi Public School, Noida, India (GPA: 7.48)	Apr 2000 - Apr 2001

CERTIFICATIONS

PMP, PMI	Jul 2021
CSM, Scrum Alliance	Jan 2017
CSPO, Scrum Alliance	Apr 2017
PSM1, Scrum.org	Sep 2020
PSM2, Scrum.org	Oct 2020
PSPO1, Scrum.org	Apr 2023
PSPO2, Scrum.org	Jan 2024