

EXPERIENCE

BARCLAYS UK

Delhi, India

Specialist – Fraud Prevention

Jan 2023-Current

Working as a Fraud Expert to analyse and reduce bank losses by preventing cases of fraud and scams

- Acted as process SME to support and coach new hires into the business process
- Maintained zero process fails and zero bank losses across 2023 and YTD
- Designed a tracker for identifying complex queries and knowledge sharing among team members

Planned Career Break

Jan 2022-Dec 2022

After completion of my contract with University of Strathclyde, I reassessed my career goals and pursued professional development opportunities through freelance work

- Conducted process audits for a metal forging company and recommended improvements
- Conducted pricing analysis for a software company to inform their market entry decision

LEONARDO UK AND UNIVERSITY OF STRATHCLYDE

Southampton, UK

Business Improvement Manager

Dec 2019-Dec 2021

Delivered a two-year project to develop and improve management systems and processes at Leonardo UK's IR Detector manufacturing facility

- Led a cross-functional team of 8 people to design standardised project workflows, identifying risk points and implementing governance structures resulting in reduced risk & improved data quality
- Reduced the restoration cost of returned products by ~25% by redesigning the repair process and implementing a capacity management system & service level agreements across functions
- Led regular problem-solving workshops with design and production teams resulting in improvements i.e., revised bid process & increased opportunity for reuse

INTERNSHIPS

2015-2019

FINNING UK & IRELAND (3 months)

Cannock, UK

- Seamlessly arranged 25+ physical interviews between end-customers and consultants through account managers across England, Scotland and Wales across 2 weeks, effectively capturing customer feedback on new products (VoC) and overdelivering within deadline
- Improved sales planning and predictability by developing a time series-based forecasting model for the sales team

TATA HOUSING DEVELOPMENT COMPANY LTD (2 months)

Delhi, India

- Successfully delivered 400 leads in 30 days (highest among interns) and added USD 120k to the company's revenue
- Identified and analysed gaps in the company's channel partner network and provided suggestions to expand the direct coverage area

EDUCATION

CRANFIELD UNIVERSITY

Milton Keynes, UK

MSc Management

Oct 2019

JAMIA MILLIA ISLAMIA

Delhi, India

B.Tech. Mechanical Engineering

Jun 2018

EXTRACURRICULAR ACTIVITIES

NINESIGMA

Remote- Tokyo, Japan

Open Innovation Council Member

Aug 2019-Current

- Critiqued commercial viability of 30+ innovation propositions by researching, assessing, and evaluating ideas such as Holographic Conference Systems

4OCEAN

Remote- FL USA

Brand Ambassador/ Affiliate

Jan 2022-Current

- Publicised and raised awareness of the clean ocean movement to personal networks by sporting 4ocean apparel and participating in eco events

SKILLS AND INTERESTS

Languages: Native- English, Hindi and Urdu; Elementary- Arabic and French

Certifications: APM Project Management Qualification, APMG Change Management Practitioner, Lean Six Sigma Green Belt, and BCS Agile Foundations

IT Skills: Advanced Excel, PowerPoint, Visio, and basic Power BI & Tableau

Technical Skills/ Knowledge: Process Mapping, Process Improvement, Change Management, Project Management, Problem Solving, Team Development, Data Analysis and Capacity Modelling