

Tuesay Singh

tuesaysingh@gmail.com | 812-369-2443 | <https://www.linkedin.com/in/tuesaysingh/>

EXPERIENCE

Deloitte Consulting LLP, San Francisco, USA

Program Manager, Application Modernization

Jul'18 – Present

Client: \$4B sports & entertainment enterprise

- Translated vision statement into program level roadmap by partnering with 20+ vendors, establishing KPIs at team/program/ portfolio level, and leading scrum sessions with 5 functional workstreams
- Enabled 'blue dot' indoor wayfinding experience by digitizing the stadium plan, collaborating with local marketplace vendors, and integrating with map providers

Client: \$9B furniture and home goods e-commerce retailer

- Led go-lives by establishing process governance for 11+ workstreams, performing capacity planning for 120+ practitioners, and setting up L1 support team to ensure 24-hour response
- Conducted program level workshops to consolidate SKUs per product line and adopt pay-per-use subscription model, increasing customer retention from 9% to 20% in 90 days
- Recovered lost customer base by conducting in-app sentiment analyses using NLP, deprioritizing non-compliant 3rd party sellers, and automating refund process

Reliance Jio Infocomm Limited, Mumbai, India

Manager, Operations

Mar'15 – Jul'16

- Collaborated with channel partners to execute omni-channel strategy and reduce time to activate SIM cards to less than 15mins, improving customer satisfaction score from 6.2 to 8.9
- Managed 30 engineers and team of network providers - Cisco, Huawei, and Nokia – to create variable rate decoder and enable faster playback times for on-demand events such as live sports, annual award shows, etc.

Viavi Solutions, Newbury, UK

Product Manager, Platform Insights

Sep'12 – Mar'15

- Hired and managed team in Lithuania to help remove legacy code and optimize code practices which brought latency down from 3mins to 70ms. Awarded with 'Best Quality Team' 2 years in a row
- Delivered location-based ads by geo-fencing mobile subscribers, predicting visit patterns and personalizing in-app notifications, leading to increase (-3.2% to +1.1%) in-store traffic

Larsen and Toubro Limited, Mumbai, India

Senior Sales Engineer, Power & Utilities

Jun'10 – Jul'11

- Drove techno-commercial bids for 4x400MW thermal power plants by analyzing scope, design, and cost models

EDUCATION

Kelley School of Business, Indiana University, USA

Master of Business Administration – Marketing, Analytics

Jul'16 – May'18

- Developed product roadmap of ESPN's e-games market & identified 3 new segments with ~\$2M market potential

University of Southampton, UK

Master of Science – 5G & Mobile Networks

Sep'11 – Sep'12

University of Mumbai, India

Bachelor of Engineering – Electronics & Computer Science

Jun'06 – Jun'10

SKILLS

- Product/ Project Management tools – Atlassian (JIRA, Confluence), Balsamiq, inVision, Trello, SharePoint
- ERP applications – Salesforce CPQ, SAP Predictive Analytics, HP ALM, Oracle (OFSAA, NetSuite)
- Reporting tools – Tableau, Microsoft Excel (SQL, VBA), Power BI, Qlik