

## CAREER OBJECTIVE

A self-motivated Consultant with 5.7 years of experience where my areas of expertise run across Product Development Life Cycle with adequate experience in Agile Scrum Practices, Product and Process Assessment, Client Relationship Management to deliver multiple custom build solutions across different domains of the industry by leveraging latest technologies.

## PROFILE SUMMARY

- Currently working with **Deloitte, Gurgaon** as a **Consultant**
- Providing consultation to business on how to standardize processes and creating the best possible automation solution
- Successfully delivered numerous automations and feasible study for multiple client in Healthcare, Telecom, Banking, Operations, Sales, Financial Services and FMCG domain
- Knowledge of E2E automation life cycle from requirement gathering and analysis phase to UAT and Hypercare using AGILE methodology
- Worked on multiple consulting engagements for process assessment and automation feasibility, developed AS-IS & TO-BE process maps, Strategy and process Roadmap, including Tool Selection, Productivity metrics, Heat Maps and ROI Models on the basis of complexity level and implementation effort
- Assessing market competition by comparing the company's product to competitors' products
- Preparing RFP's and providing estimates to probable client as a part of client enablement and probable lead identification
- Maintaining Stakeholders Relationship
- Coordinating internal resources and third parties/vendors for the flawless execution of projects
- Ensuring all projects are delivered on-time, within scope and within budget
- Meetings with the SME/Process Owners to understand business opportunity and documenting it in the form of AS-IS process map, have been involved in Requirement Gathering, Process Assessment, Process walkthrough, Solution Designing, Development, Deployment and Go-Live Support
- Participate in operations of the delivery unit, ensuring daily service levels, operational targets and quality targets are achieved also expertise in SDLC activities
- Handling regular sessions via WebEx and process training regarding the process change and update
- Schedules and facilitate Sprint Planning, Daily Stand-Up, Sprint Demo and Sprint Retrospective meetings. Also, Lead development team using the Agile Scrum framework and identify and mitigate team risks and impediments (Blocking Issues, Critical Defects) on daily basis and monitors the development progress throughout each sprint
- Act as a single program voice in a cross-geo, cross functional environment and manage upstream and downstream status communication

## PROFESSIONAL EXPERIENCE

<b>Deloitte Touche Tohmatsu Services, Inc., India, Gurgaon</b>	-	<b>July 2019 - Present</b>
<b>Ericsson India Global Services Private Limited, Noida</b>	-	<b>October 2015- June 2019</b>

### ***FMCG Client***

Did assessment of finance and sale processes, including Tool Selection, Productivity metrics and ROI Models on the basis of complexity level and implementation effort.

#### **Roles and Responsibilities:**

- Identified 28 business use cases of their finance and sales processes
- Developed Strategy and a Roadmap for processes to be implemented and deployed at client's place
- Developed AS-IS & TO-BE process maps, Strategy and process Roadmap and Heat Maps
- Handled their outsourced development team and given process walkthrough and code reviews
- Supported Testing and Validation of Identified Solutions
- Designed solutions, prepared Effort estimations, FTE savings reports for Management

### ***Banking client – Threat Intelligence of Security Operation Center***

Initiated automation Project for a leading private Bank and managed 10 operation and finance processes

#### **Roles and Responsibilities:**

- Successfully lead the process roll-out –created specific roll-out plan and gathered process requirements
- Analyzed Business Process and assessed automation feasibility
- Collaborated with internal and external stakeholders (Vendor) for all aspects related to the process. Responsible for collaboration with end customers, business partners and management
- Responsible for breaking down customer requirements into actionable user stories for the scrum team. Prioritization and grooming of product backlog and sprint backlog. MVP (Minimum viable product), Release and sprint planning
- Lead the agile implementation initiative which improved ways of working and TAT significantly – streamlined deployment cycles to weekly sprints, reduced change requests by 32%

### Healthcare Client

Worked on Scientific Publications published based on trial test results which required integration of scientific ontologies with NLG techniques using Python and ARRIA studio and in return providing individual dashboard of consolidated report results

#### Roles and Responsibilities:

- Partnered with all project Leaders to plan new product features and upgrade existing products and processes
- Defined product and project deliverables, budgets, schedules, and testing, launch and release plans
- Gathered and mapped client's requirements to optimize processes for the most complex US healthcare software to customized business solutions
- Communicated with on-site and off-site Product owners, Survey programmers, Quality analysts and Data analysts and developers to understand process logic
- Worked alongside a data scientist and a software developer managed the development
- Ensured SLA adherence of 95% and reduced case escalation by 53% by optimizing lead time for business critical downstream
- Designed dashboard for all test results of department with correlated data, pivots and bar graphs using uipath and PowerBI

### Telecom Client

Worked on conceptualizing, building and launching products for Europe, Africa and India markets for Asia (Reliance, Airtel, HT, Etisalat), Europe (Orange, Mobistar, Yoigo, Telkomcel, Etisalat) and Africa (Airtel, Millicom, MTN)

#### Roles and Responsibilities:

- Responsible for Ericsson's proprietary product, MATE, a software tool to manage network fault detection, resultant ticket generation and workforce assignment in an automated fashion
- Feature and roadmap planning for MATE in collaboration with the leadership and R&D teams
- Writing features and bug fixes in JIRA and prioritizing them
- Managing daily scrums and weekly sprint planning sessions
- Creating product metrics reports for the leadership team

#### Key Achievements:

- Employee of the quarter (Q1 2017-18)
- MATE resulted in 10,000 man-hours of savings a day
- Improved customer experience due to MATE helped Ericsson retain its biggest customer: Bharti-Airtel
- 12 Million automation events processed daily for Alarms, Trouble Tickets and Work Orders
- 40+ customers worldwide.
- 800+ workflows automated and deployed worldwide
- Project lead in Poland for integration of MATE with Zabbix for proactive monitoring of Network and Hardware health metrics

### CERTIFICATIONS

ITIL ® V3 Certified  
Complete Agile Scrum Fundamentals Course Certification  
Certified Master RPA Professional  
Python for Data Science and Machine Learning  
BCG Strategy Consulting Virtual Experience Program

### SKILLS

Vendor Management|Project Planning and Analysis  
Chatbot (IBM Watson)  
NLG(Arria) | NLG |RPA| Python  
JIRA|Power BI|BPM Tools  
Project Management| Agile and Scrum  
MS Excel | MS Power Point

### ACHIEVEMENTS

**ICICI Trinity Challenge 2015 (Cash Award INR 15 lakhs)**  
National Winner, Developed KYC Authentication Engine for ICICI Bank to detect artificial manipulations in scanned documents  
**GITEX Student Innovation Lab Competition, Dubai 2015**  
Runner up, showcased prototype (Verismart Engine) at World Trade Center, Dubai in GITEX TECHNOLOGY WEEK – 35th edition (18-22Oct 2015) sponsored by Google and External Ministry of Affairs, Dubai  
**International Entrepreneurship challenge, 2016**  
**International Entrepreneurship challenge, 2016**  
Finalist at e-summit, FMS (Faculty of Management Studies)  
**Recognized as 'Rockstar' for the Power Ace Award in Ericsson for Financial year 2017-18**

### EDUCATION

**Indira Gandhi Delhi Technical University for Women (formerly IGIT) Kashmiri Gate, Delhi**  
-Bachelor of Technology (B. Tech) in IT  
**AadharshilaVidyapeeth, Pitampura, Delhi**  
-Higher Secondary Certificate, CBSE (Non-Medical)  
**JM Sr. Sec. School , Delhi**  
-Senior Secondary Certificate, (CBSE)