**Kunal Sachdeva**

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**Senior Program Manager**

Forward-thinking Strategy Manager engineering strategic process improvements and overhauls as part of successful management, measurably reducing lead times, addressing escalated issues, and onboarding new vendors. Definitive strengths in deep business analysis, leveraging the results to engineer real-world changes. Seamlessly communicative, genuinely connecting with multi-level internal and external stakeholders both to address concerns as well as motivate adherence to the corporate objectives of companies such as PwC, Amazon, and Microsoft.

Strategic Planning |Requirements Gathering | Problem Resolution | Stakeholder Relationship-Building

Business Development | Team Building | Software Implementation | Vendor Management Process Improvements | Project Management | Procurement | Escalations | Data Analysis | Client Relations

Professional Overview

PricewaterhouseCoopers 05/2018-06/2020

**Senior Program Manager**

Strategic Program Manager focused on driving and managing accountability for client work, including executive reporting, governance framework for strategic initiatives, comprehensive and real-time dashboard of all projects, and go to market strategy of strategic initiatives. Experienced in owning and directing executive communication, including quarterly and annual business reviews, Leadership Team meetings, off-sites, and other key stakeholder meetings.

* Developed and implemented a new customized Project Framework solution across the entire Talent Learning Insight organization of a Fortune 500 Technology Company, which refined the company’s day to day process to effect change resulting in improved efficiency, better quality, and effective portfolio management.
* Led the team through a departmental restructuring that lead from merger of 2 different teams within TLI. The restructured group was able to successfully accommodate 35% more volume with 10% fewer resources, while maintaining excess capacity for future growth with a seamless impact quality.
* Developed and managed relationships with Strategy & Planning and other business managers to drive reporting, planning, agenda, and other deliverables to allow for best-in-class client service.
* Developed strategic rollout plans and the effective coordination for concurrent company-wide launches of programs and initiatives which helped to minimize bottle necks to meet timelines.
* Implemented standards and procedures with the procurement department to ensure that the client was receiving optimal pricing and terms in the contract.
* Directed project managers and analysts across the organization to deliver a prioritized set of projects in line with operating group strategies to gauge the level and focus of resources to maximize efficiency.
* Partnered with executive level stakeholders to develop and implement strategic technological initiatives to improve a Regional Healthcare providers operational performance.

Amazon 06/2017-04/2018

**Senior Program Manager, Procurement**

Led a team of procurement specialist to develop, implement, and gauge the effect procurement strategies on the Amazon Logistics network and delivery station improvements through compilation and analysis of program metrics. Transformed analysis of program metrics into concrete and strategic recommendations for relay to Amazon Logistic leaders, strengthening decision-making.

* Developed and implemented strategic supplier relationships that deliver cost reduction, supply assurance, and quality improvement which led to decreased lead times by 40% of procurement processes and orchestrating on-time delivery of services and goods.
* Developed and demonstrated system-wide strategic processes, procedures, and solutions in fulfillment of the Amazon Network’s 100 delivery stations.
* Led a team of vendor managers to ensure linkage to outsource needs and resource utilization.
* Developed a vendor plan to optimize all vendors, which included quality, capacity, systems, and responsiveness.
* Established goals and priorities of the vendor management operation that ensure operational integrity, including compliance with company policies and procedures.
* Addressed 10 internal and 5 vendor escalations weekly as a resource to the A/P department, knowledgeably assisting with invoices, supplier holds, and cost discrepancies.
* Partnered with business operations to conduct monthly vendor invoice reconciliations to assure efficient and cost effective operations within approved operating budget for the departments.

University of California 03/2016-05/2017

**Senior Business Systems Analyst, Santa Barbara Office of Financial Aid**

Partnered with cross-functional teams to perform a deep analysis of business processes, existing systems, user requirements, and potential technology solutions. Outlined software program needs, system functions, and steps crucial to software development and customization.

* Applied analytics, critical thinking, and problem-solving skills to develop and execute projects that support Office of Financial Aid and Scholarships in better serving the students.
* Formulated a predictive financial model forecasting student dropout rate, student growth rate, loan maxes, and other key data for ~$350M in financial aid awards which led to strategic use of government funding.
* Defined business rules using a specialized financial aid processing software featuring security controls, automated data processing, and the ability to produce data discrepancy tickets.

Cotton Heritage, Commerce, California 06/2012-02/2016

**Operations Manager (07/2013-02/2016)**

Led daily operations for diverse departments, including customer service, administration, training, shipping, and collections. Helped process credit card payments, holds, return of funds, and resolution of credit card issues. Integrated new vendors into company systems, skillfully evaluating contract terms, prices, and delivery dates.

* Devised payment procedures in concert with Accounting and Finance staff, hiking customer service levels.
* Engineered $500,000 in cost savings by launching a new ERP system, new operational processes, and accounting procedures.
* Pinpointed trends through incisive analysis of sales, diagnosing sales gaps to position the sales team to capitalize on missed opportunities and escalate sales.
* Overhauled warehouse organization and flow, augmenting the change with new policies and procedures. Engineered a ~33% decrease in pick/pack times through staff training.
* Defined metrics to track operational efficiency in the shipping department and cement fulfillment of all business needs.
* Catalogued and addressed issues with ERP vendors.
* Appointed as an intermediary between high-level clients and sales team, cementing top performance.

**Management Trainee** (**06/2012-06/2013)**

Rotated among the Sales and Marketing, Customer Services, Accounting, Operations, and Shipping departments, gaining invaluable insight into business management functions.

* Transformed the results of an evaluation of individual department strengths and weaknesses into the overhaul of processes and procedures designed to increase internal productivity and efficiency. Worked closely with senior leaders.
* Trained and educated staff to perform designated duties companywide.
* Calculated workforce requirements for individual departments, dually contributing to hiring processes.
* Deepened knowledge of procurement and vendor relations under the leadership of the Director of Operations, maintaining optimal inventory levels through order placement.

Education

**Master of Business Administration,** University of California, Irvine, CA

**Bachelor of Science in Business Administration/Minor: Legal Studies,** University of San Francisco, CA

**ITIL Foundations 4 Certification**

Technical Skills

MS Office, JIRA, Confluence, MS Access, Office 365, Oracle, Mini Tab, Pro SAM, QuickBooks, ARC GIS, Alteryx, FDM4, SharePoint, Coupa, Tableau, UI Path, Jira