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PROJECT MANAGER | PROGRAM MANAGER | PMO LEADER | IT PORTFOLIO GOVERNANCE | DIGITAL TRANSFORMATION

PROFILE SUMMARY

- Strategic and results-driven Project & Program Management Leader with **11+ years of experience** delivering large-scale, high-value portfolios across IT, digital, and global operations environments.
- Proven track record of **managing multi-million-dollar programs (up to \$240M)**, driving cost optimisation exceeding **\$20M**, and leading cross-functional global teams to deliver business-critical initiatives. Expert in **enterprise program governance, financial planning, vendor ecosystems, and transformation initiatives**, with strong exposure to **C-suite stakeholder** engagement.
- Adept at building **data-driven decision frameworks using BI tools**, enhancing operational efficiency, and implementing scalable processes aligned with organisational goals. Recognised for driving **first-time-right delivery models, automation-led reporting, and workforce optimisation strategies**, while ensuring compliance, risk mitigation, and superior client outcomes.
- Certified **PMP and Lean Six Sigma Black Belt**, with a strong focus on continuous improvement and business transformation.

CORE SKILLS

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|---|--|---------------------------------------|
| ● Program & Portfolio Management | ● Business Transformation | ● Capacity Optimisation |
| ● PMO Governance | ● Process Re-engineering | ● Automation & Digital Transformation |
| ● Financial Planning | ● Risk Management | ● Performance Tracking |
| ● Budgeting & Forecasting | ● Regulatory Compliance | ● KPI Management |
| ● Cost Optimisation & Value Engineering | ● Data Analysis | ● Cross-Functional Collaboration |
| ● Stakeholder & C-Suite Management | ● BI Reporting (Power BI, QlikView, SQL) | ● Team Leadership |
| ● Global Workforce Management | ● Resource Planning | ● Communication Skills |

WORK EXPERIENCE

ASSOCIATE DIRECTOR – IT MANAGEMENT

Marsh McLennan India Pvt Ltd, Mumbai, India | June 2023 – Present

Key Deliverables:

- Portfolio Governance:** Orchestrated planning, tracking, and execution across a **700+** project portfolio **(-\$240M)**, ensuring strategic alignment, timely stabilisation, and delivery excellence; governed budgeting and financial planning for a **-\$200M** portfolio, optimising resource allocation.
- Program Leadership:** Piloted cross-functional global initiatives, aligning regional and functional teams with business objectives; partnered with C-level executives to unlock cost efficiencies, delivering savings of **\$7M** (2024), **\$8M** (2025), and **\$5M** (2026 YTD).
- Process Optimisation:** Engineered scalable processes in collaboration with **Business Operations & Strategy** teams, including re-architecting contingent workforce hiring and onboarding to maintain budget discipline and operational efficiency.
- Vendor Management:** Governed multi-vendor ecosystems and **workforce planning**, administering procurement activities (POs, SOWs) with strict compliance and financial accuracy; monitored vendor performance and escalated risks to safeguard delivery outcomes.
- Data-Driven Reporting:** Delivered actionable insights on cost-benefit, risk, and quality metrics through advanced reporting (Financial Cash View, hiring trends, efficiency tracking); **automated** reporting frameworks using **Power BI & QlikView** to enhance decision-making speed.

PROGRAM MANAGER

Google India Pvt Ltd (via TeamLease), Gurgaon, India | July 2021 – June 2023

Key Deliverables:

- Program Governance & Financial Management:** Directed a **\$25M** global program spanning **70** projects and **4** vendor operations (**400+** agents), owning end-to-end financials including forecasting, budgeting, PO creation, fund allocation, run rates, invoicing, and accruals.
- DevJam Migration (Access Transformation):** Spearheaded migration of **400+** vendor agents into **6** structured job-function groups within **4** months, optimising access control in a WFH environment.
- Operations Optimisation:** Elevated program operations by mastering Google products, tools, and processes, **driving automation initiatives** to enhance efficiency and scalability.
- Access Governance & Risk Alignment:** Partnered with Risk teams to enforce secure & compliant access management for all vendor operations.
- Business Reviews:** Orchestrated **weekly, monthly, and quarterly business reviews and OKRs**, strengthening governance across operational, financial, and project dimensions.
- Data Engineering:** Engineered an **internal finance dashboard** using SQL, eliminating spreadsheet dependencies and improving **data accuracy and accessibility**.
- Return-to-Office Strategy Support:** Delivered analytical insights to support global program transition back to office operations.
- DevShop Playbook Development:** Co-developed and refined the **DevShop Playbook**, standardising program processes and best practices.
- PACE Tool Enhancement & Optimisation:** Audited and enhanced the PACE program management tool, introducing improvements to boost efficiency and reduce manual effort.
- Finance Dashboard Governance:** Administered and validated the **DevShop Finance dashboard**, ensuring stakeholders received accurate and actionable **financial insights**.

- **Compliance Training:** Drove completion of co-employment compliance training across stakeholders, reinforcing adherence to regulatory and organisational standards.

PRIOR WORK HISTORY

PROJECT MANAGER (Reporting to Head of Projects)
Allianz Partners (AWP Assistance India Pvt Ltd), Gurgaon, India | January 2021 – June 2021

PROGRAM MANAGER (Reporting to COO)
Adaan Digital Solutions Pvt Ltd, Delhi, India | November 2018 – January 2021

PROJECT MANAGER/DELIVERY HEAD (Reporting to CEO)
AayaamLabs Pvt Ltd, Noida, India | May 2016 – October 2018

PROJECT COORDINATOR (Reporting to Project Manager)
eTeam Info Services Pvt Ltd, Gujarat, India | July 2014 – April 2016

EDUCATION

- **Bachelor of Engineering (Automobile Engineering)** | Gujarat Technological University, Gujarat, India | 2014

CERTIFICATIONS

- Project Management Professional (PMP)
- Lean Six Sigma **Green Belt & Black Belt**
- FinOps Practitioner (On-going)

TECHNICAL SKILLS

- **Project Management Tools:** TeamWork, Wrike, Asana, Zoho Projects, Jira, MS Project, MS Visio, ADO, HP PPM, PlanView
- **Analytics & BI Tools:** Power BI, QlikView, SQL, Advanced Excel
- **Financial & Procurement Tools:** Workfront, SAP Ariba, Oracle
- **CRM & CMS Tools:** Outreach, Zoho CRM, WordPress, WIX, DUDA, MONO, Camilyo
- **Methodologies:** Agile (Scrum, Kanban), Waterfall, PMBOK, Lean Six Sigma

ADDITIONAL INFORMATION

- **Languages Known:** English, Hindi, Gujarati