Priyanka Nagpal

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SUMMARY

Management professional with experience in leading initiatives to address issues of strategy & operations. Deep understanding of business and operational processes. Recognized project leader in building and optimizing processes, account management, stakeholder relationship management, portfolio management, business process reengineering, clear communication, agile methodologies, change management, Leadership engagement, business requirement analysis, LEAN/Six Sigma methodologies, gap analysis, analytical decision making, quality assurance and impact assessment.

CORE COMPETENCIES

- **Data Analysis Tools and Programming:** Tableau, Advanced Excel, R, Minitab, Visio, Power BI, Trello, Jam board
- **Product Management:** JIRA, SharePoint
- **Data Management:** SQL, Cassandra, Mongodb
- **Data Analysis Techniques**: Statistical Modelling, Machine Learning Methods, Regression analysis
- **Professional Certifications:** Six Sigma Green belt certified from ISI, Delhi; Lean Practitioner from Bourton Group London and Scrum Master certified from Scrumalliance
- **Other Core Competencies:** Process Designing, Business Analysis, Product Management, Six Sigma, Project Management, Program Management, Solution oriented, Time management, Collaboration, Stakeholder Management, Product Innovation, Training and team building, Decision making

EDUCATION

Columbia University, MS in Applied Analytics; New York, NY; GPA: 4.04   April 2021
Core Specialization: Analytics Frameworks & Methods | Strategy & Analytics | Data Storytelling | Product Management

RIMT-IMCT, MBA, Mandigobindgarh, India   May 2009
Core Specialization: Financial Management | Marketing Management | Statistics | Operations Management | Product Management

DAV College, Bachelor of Science, Ambala City, India   April 2007
Core Specialization: Physics │Chemistry │Mathematics

PROFESSIONAL EXPERIENCE

CPA Global Support Services India Pvt Ltd, Noida, India.   Sep 2012 - Nov 2018
Project Manager

- Managed LEAN & PDCA improvement projects (100+) which helped business to save approx. 400+ Hours per month & Cost savings of approx. USD 18K per month.
- Delivered Process improvements by ways of Focused improvement projects, P2P financial process improvement, VBA Macro based automations, Overall Cycle Time improvement and Time & Motion study.
- Led client service delivery teams in delivering on time client requests. Process support with subject matter expertise on client portfolio & process domain.
- Successfully led & delivered various process transitions (across borders) which included stakeholder management, maintaining and analyzing client's portfolio, financial budgeting, market research, cost benefit analysis, business analysis and clear communication.
- Analyzed & Implemented quality assurance parameters, KPI's and SLA's for various processes to ensure effectiveness.
- Collaborated with key stakeholders to design and deliver new processing workflows to remediate gaps, operational issues and ensure more efficient best practices.
- Proficient at evaluating upstream and downstream impacts with change deployment.
- Conducted project impact assessments and successfully coordinated with all stakeholders across regions to implement project deliverables.
- Driven various improvement projects resulting in monthly cost reduction by 10%. Recognized with Lean Champion award from the division leadership.

Bank of America- BA Continuum India Pvt. Ltd., Gurgaon, India   July 2009 – Sep 2012
Team Developer

- Worked as a process trainer for new joiners over banking operations for underwriting (trained 150+ new joiners)
- Managed daily calibrations between embedded coaches and quality analysts to ensure proper quality parameters
- Conducted trainings for Anti Money Laundering, Information Security and Code of Ethics
- Created monthly visualization dashboards, MIS reports, & Training Governance trackers to monitor overall process performance

ACHIEVEMENTS

- Awarded as Lean Champion and with various Monthly & Quarterly Achievers Awards (20+)
- Nominated for the "Global Service Awards" in Global Service awards across company from India office
- Rewarded for organizing & conducting multiple corporate events being part of employee engagement team