

PREETI SINGH

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EXECUTIVE SUMMARY

- Results-driven Program Manager with an MBA from IIM Sambalpur and hands-on experience leading large-scale digital transformation initiatives in academic and enterprise environments. Proven ability to bridge business, academic, and technology stakeholders to deliver high-impact, scalable solutions. Successfully managed 10+ digital platforms with 95% on-time delivery, reduced turnaround time by 30%, and delivered campus-wide digitization initiatives generating ₹1 Cr annual savings. Strong background in roadmap planning, stakeholder management, process optimization, and data-driven decision-making, complemented by consulting exposure with KPMG and Hindalco. Recognized for execution excellence, clear communication, and driving measurable outcomes across cross-functional programs.

EXPERIENCE

Program Manager | ShardaTech, Sharda University – Greater Noida | July 2024 - Present

- Served as the central coordination point between academic departments and technology teams, driving cross-functional alignment, governance, and execution across complex, multi-stakeholder programs aligned with institutional strategy.
- Identified systemic gaps and defined end-to-end program scope, conducting impact analysis and feasibility assessments to translate complex academic and operational needs into scalable, executable initiatives.
- Developed integrated program roadmaps, milestones, and delivery plans; ensured alignment across dependent projects and workstreams.
- Managed prioritization and execution across 10+ portals, websites, and software initiatives, balancing scope, timelines, risks, and resource constraints, achieving 95% on-time phased delivery and improving delivery predictability by 20%.
- Reduced program turnaround time by 30% by aligning 12+ stakeholder groups, driving structured governance, rapid decision-making, and accountability, resolving 85%+ escalations within SLA and improving decision velocity.
- Led full program lifecycle management including planning, resourcing, risk management, execution, monitoring, and executive reporting, ensuring consistent delivery quality and strategic alignment, delivering 100% of assigned initiatives on schedule.
- Established governance mechanisms, tracked risks and dependencies, and drove issue resolution, implementing quality controls and escalation frameworks, closing 90%+ reported defects and maintaining <5% post-release critical issues.
- Defined program KPIs and performance dashboards to monitor progress, optimize workflows, and ensure measurable institutional impact.
- Acted as the primary stakeholder interface, facilitating executive communication, status reviews, and alignment forums, managing expectations, communicating progress, and ensuring transparency across leadership, technical teams, and end users.
- Delivered campus-wide digitization programs, leveraging automation, process redesign, and change management, reducing faculty administrative effort by 40%, increasing student engagement by 25%, and generating ₹1 Cr annual cost savings.

EDUCATION

- Masters in Business Administration (M.B.A.)**, I.I.M. Sambalpur | 2024
- Bachelor of Engineering, EC (First Division)**, GGITS, Jabalpur | 2018

PROJECTS

Hindalco | Information Technology Consulting | Nov 2023 – Jan 2024

- Analyzed feasibility of integrating NLP and cloud data lakes into Hindalco Industries' operations to assess value, scalability, and efficiency gains.
- Proposed innovative, industry-relevant strategies to enhance manufacturing capabilities and drive data-driven decision-making.

KPMG | Lean Operations | Nov 2023 – Jan 2024

- Analyzed late delivery issues in bulk Sambalpuri saree orders, identifying inefficiencies and communication gaps between KPMG & artisan weavers.
- Drafted actionable recommendations for weavers to improve production efficiency and for KPMG to enhance order clarity and coordination.
- Led onboarding of the Sambalpuri saree business onto the ONDC digital platform, enabling structured order management and market access.

INTERSHIPS

Summer Internship | K12 Techno Services | April 2023 - June 2023

- Led cross-functional programs to streamline processes and improve customer satisfaction by overseeing inventory, materials, customer service, and personnel systems while driving governance, performance tracking, and continuous operational excellence across business units.
- Coordinated between multiple teams to align operational workflows, ensuring consistency, accountability, and service quality at scale.
- Optimized communication channels by consolidating fragmented platforms into unified, user-friendly solutions that improved responsiveness, transparency, real-time collaboration, and stakeholder engagement supporting 350+ parents, students, and stakeholders.
- Drove data-informed process improvements by collecting and analyzing operational metrics from day-to-day activities to identify inefficiencies.
- Reduced lead time and improved end-to-end process flow through targeted operational enhancements and continuous improvement initiatives.

POSITION OF RESPONSIBILITY

- Senior Coordinator, Career Development Committee I.I.M. Sambalpur:** Acted as liaison between placement office and 200+ students, coordinated industry mentorship for 500+ learners, addressed skill gaps, and enabled 100% summer placement success.
- Head Coordinator, Pixel - Design and Photography Club I.I.M. Sambalpur:** Coordinated and maintained campus media databases, collaborating with cross-functional clubs to successfully plan and execute 30+ institute events with streamlined communication and impact.

CERTIFICATIONS

- Product Management | LinkedIn
- Data Analysis | LinkedIn
- Completed Digital Transformation virtual experience program

SKILLS

- Hard Skills** | Product Road mapping | Agile/Scrum | User Stories | Data Analysis | UX/UI | Stakeholder Management
- Software & Tools** | MS Office | Tableau | Data Visualization | Google Analytics | JIRA | Click up Tool | Figma