
Raj Persaud

Currently serves as the Executive Director of Learning and Organizational Development within New York City's Department of Citywide Administrative Services. In this position, he consults with executive-level city leaders and managers to develop appropriate leadership, management, executive coaching and performance improvement interventions in support of financial savings, process optimization and operational efficiency within and between NYC Agencies. He is also a Part-Time Assistant Professor at The New School University where he teaches Masters' and PhD level courses in Advanced Quantitative Methods, Project Management and Not for Profit Financial Management.

He is a transformational learning and organizational development executive with over 30 years of experience in the private and public sectors specializing in Strategic Planning, Project Management, Policy Analysis, Cost Reduction, Data Analytics, Team Building, Training Design and Delivery, Needs Analysis, Curriculum Development, Training Evaluation and Accreditation, Process and Continuous Improvement, Change Management, Performance Management, Program Evaluation, Key Performance Indicators Reporting, Human Resources Management and Budgets. He has a very successful track record of directing and managing complex projects from beginning to end.

Raj is a graduate of the University of Guyana and the City University of New York. He also completed Executive Education Programs in Leadership and Finance at Duke University, Fuqua School of Business and obtained his Certificate in Lean Six Sigma Black Belt from Villanova University.

RAJENDRA PERSAUD

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PROFILE

Executive Director – Learning and Organizational Development, NYC DCAS and **Part-Time Assistant Professor** at New School University. Certified Lean Six Sigma Black Belt and transformational Process Improvement and Performance Management Executive with significant experience in the private and public sectors. Successful track record of managing and directing complex projects from beginning to end. Core competencies include:

- Training Design and Delivery
- Training Programs
- Needs Analysis
- Curriculum Development
- Training Evaluation and Accreditation
- Strategic Planning
- Process Improvement
- Continuous Improvement
- Project Management
- Change Management
- Performance Evaluation & Reporting
- Human Resources Management
- Budgets
- Team Building
- Policy Analysis
- Cost Reduction

CAREER PROGRESSION

NYC DCAS, New York, NY

10/12 – present

Executive Director – Learning and Organizational Development, *Department of Citywide Administrative Services*

Consult with executive-level city leaders and managers to develop appropriate learning, performance improvement interventions and executive coaching in support of agency objectives. Direct Learning and Organizational Development activities and develop courses as needed. Procure training services and manage all professional development contracts and consultants and vendors. Increase utilization of training services and revenue. Maintain International Association of Continuing Education and Training accreditation, Society of Human Resource Management, (SHRM) and New York State Education certification licenses for the Citywide Training Center. Streamline complex processes within the Citywide Training Center Operations Department and optimize outcomes. Direct and supervise managerial, professional and administrative staff within Department.

- Reengineered the CTC billing and reconciliation processes for improved collection of outstanding invoices
- Increased enrollments for Personal Development, Management and Supervision course by more than 20%; increased revenue by 30%
- Developed and delivered the city's first Data Analytics course for multiple audiences at the Citywide Training Center

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- Led the successful IACET, (*International Association of Continuing Education and Training*), recertification efforts – *The citywide Training Center received accreditation for another five years*
- Secured Continuing Education Sponsor License from NYS Education department for Auditing, Taxation and Specialized courses
- Designed, developed and delivered an introductory course on Big Data for the CTC's Training Expo
- Implemented Lean Six Sigma White and Green Belt certificate courses
- Developed and delivered Business Analysis Certification Training to Information Technology Business Analysts

New School University, New York, NY

1999 – present

Part - Time Assistant Professor - Milano Graduate School of Management and Urban Policy – Graduate courses taught: Project Management, Advanced Quantitative Analysis, Quantitative Methods, Non-Profit Financial Management, Financial Impact of Human Resources Management Strategies, and Business Management.

Consortium for Worker Education, New York, NY

2008 – 10/12

Instructor –Developed and delivered: Business Writing for Local 94 Chief Engineers, Green Building Fundamentals, Environmental Sustainability and Introduction to Computers at SoBro and the Osborne Association in the Bronx.

WellPoint, New York, NY

1/06 – 2/08

[The nation's largest Health Benefits Provider, WellPoint has 41,000 employees, revenues of \$61B, and assets of over \$52B.]

Staff Vice President - Enterprise Service Operations Performance and Reporting (9/06-2/08)

Headed the development of a consolidated Service Operations Plan for a division of over 16,000 employees and an operating budget of approximately \$1 billion. Plan encompassed development of standardized Operations Metrics and Report Cards and Service Operations Audit and Compliance Plans for all 14 states within WellPoint. Directed Member Touchpoint Measures process improvement goals with Executive Leads of Claims, Enrollment, Billing, and Customer Service. Supervised three Directors and two Managers with 130 support staff enterprise wide.

- Saved over \$1.5M in department operating budget while improving team productivity and quality.
- Turned around Manager Effectiveness scores from below WellPoint average to significantly above average.

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- Developed a consolidated Enterprise-wide Service Operations Report Card to provide updates to Executive Management Team. Reduced time to report final Member Touchpoint Measures scores by 15 days.
- Sponsored and conducted Enterprise-wide Operations Metrics Benchmarking Study with Accenture.
- Led development and implementation of a corporate-wide rewards and recognition program for Service Advocates.
- WellPoint's ranking among Blues Plans improved from 26 to 17 among the 55 Plans in 2007

Director, Strategic Planning and Reporting, WellPoint East Region Operations 1/06 - 9/06

Implemented and facilitated quarterly Operational Performance Reviews. Provided consultative support on Process and Performance Management for all functions reporting to the Chief Operating Officer. Served as Lead HR Business Partner/Liaison to COO related to all Organizational Planning and Development, Training, Performance Management and Compensation, Employee Satisfaction, Metrics Development, and Reporting.

- Created single metrics scorecard to gauge operational performance across all states
- Saved close to \$20M by consolidating and streamlining the region's service operations

Empire Blue Cross Blue Shield

1986 - 2006

Director, Program Management and Strategic Initiatives

1999 - 1/2006

Oversaw the development and implementation of all Continuous Improvement Projects and Initiatives, Training, Performance Management Programs, Merit and Incentive-based Compensation Programs, and Employee Satisfaction Initiatives. Developed Annual Plans for Empire's Service Operations, Health Services, Sales and Marketing, which impacted over 3,000 employees and was supported by an operating budget of over \$100M.

- Improvements in Claims Processing rates by 12-15%; Customer Satisfaction increases of 13%; savings of \$10M.
- Received Diversity Accomplishment Award for work as Chairman of the 20-member Diversity Council (1999-02).

Training Manager, Strategic Initiatives and Corporate Operations

1990 - 1999

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Trained Empire's' Management Team on Strategic Management and Implementation Process, (*Empire's Six Sigma Program*), a significant culture change initiative for Empire. Innovations and implementations included a Project Management Methodology and a Continuous Process Improvement Methodology for Service Operations. Facilitated Customer Service Six Sigma Project Reviews and prepared executive summary for all Customer Service Projects. Responsible for all Corporate Operations Skills Training, (*Claims Processing, Customer Service, Enrollment and Billing*), for approximately 3,000 employees. Led staff of 3 managers, 90 trainers, and related support staff in significantly reducing training time development and delivery.

- New initiatives improved Employee Engagement and Satisfaction scores by 10 – 15%.
- Led the design, development and delivery to support implementation of new IT System
- Created and implemented guidelines for curriculum and training manuals development

Trainer, Claims Examiner

1986- 1990

- Designed, developed and delivered training to Customer Service Representatives and Claims Examiners
- Resolved complex Customer Service Medical Claims Inquiries for problematic accounts.

EDUCATION

M.A., Biology/Education, Lehman's College, City University of New York, NY

B.Sc., Biology/Chemistry, Best Graduating Biological Sciences Student, University of Guyana, South America.

CONTINUING EDUCATION / CERTIFICATIONS/AWARDS

- Executive Education Programs in Leadership & Finance - Duke University, Fuqua School of Business
- Certified Lean Six Sigma Black Belt - Villanova University
- Chairman, Empire's Diversity Council (1999-2002)
- Certified Training Manager – Robert Mager Workshop
- Leadership Award for Excellence in Training Design and Delivery
- Blue Cross Blue Shield Leadership and Team Award Recipient (*6 times*)