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Summary

Proven practical experience applying Lean Six Sigma, process improvement and Project Management methodologies on large-scale projects to deliver significant business results
An effective change manager driving change efforts to meet or exceed customer satisfaction targets, minimize operational costs, and stimulate business growth.

Experience

- **Business Analysis (Mar 2014 - Present) - New York, United States**
 - Supporting the change team in project/program management, process improvement, process design and business transformation.
 - Identify areas of improvement in the OTC Contract Life cycle space for an Investment Bank
 - Create Business Requirements documents and analyze for impact and feasibility
 - Create Functional specifications and validate with Business Stakeholders
 - Liaison with IT team to develop system specification
 - Manage Project timelines and responsible for UAT testing and implementations
 - Conduct process analysis and develop detailed process diagrams to support development of Training, Policy and Procedure and on-going process management.
- **Business Architecture (Aug 2013 - Feb 2014) - New York, United States**
 - Project Focus - Designing Target Operating Model for Contract Data Management Utility in the Legal department of an Investment Bank
 - Enhance the Banks competitive position in the marketplace through the standardization of processes
 - Serve as a change agent in a client organization by driving the required cultural transformation and the adoption of successful process improvement practices and by diagnosing barriers to project success and facilitating resolution
 - Performed detail current state analysis performed to identify Key pain points
 - Conducted brainstorming sessions with SME's to identify 115 Recommendations in areas of Process, Governance, Organization and people
 - Methodology - Process before IT : Maximize returns and minimize risk before going in for new IT Implementation or existing IT modification
- **Six Sigma - Business Process Reengineering (Feb 2012 - Feb 2013) - Ohio, United States**
 - Project focus - Identify Improvement opportunities by conducting an End 2 End assessment of the Consumer Lending Business
 - Designed and initiated the implementation of a Shared service Model
 - Recommendations provided to improve End 2 End efficiency of the consumer lending business which would result in Incremental revenues of 8 – 27 million USD
 - Developed and shared the Business Requirement and Functional Requirements Document for IT improvement
 - Performed detailed analysis on existing data to extract key insights regarding Current state metrics such as Time to Book
 - Partnered with executives, process owners and stakeholders to identify projects that align with business strategy and business priorities
 - Mentored executive teams, process owners and stakeholders in the use of process design/improvement methodology and tools
 - Methodology - Lean, Reengineering
- **Operations and Quality Manager - Banking and Investment Operations (Jan 2009 - Jan 2012) - India**
 - Led Business Transformation Engagements across Banking, & Services Industry
 - Multiple years of experience in driving strategic projects for leading companies
 - Areas of expertise include using Lean Six Sigma tools to optimize Consumer Lending operations and enhancing operations Productivity
 - Operations leader credentials having successfully managed critical teams in strategic research, investment banking, fixed income & Equities Investment research for institutions like Genpact, Russell Investments
 - Green Belt Certification on BPMS methodology
 - Maintenance of Investment Research reference database of money managers
 - Publishing of quarterly Fund Performance statistics
 - Management of Funds Operations management processes like Verification of Custody, Sub custody, performance fees paid to Custodian and money managers
 - Cash and trade reconciliations

- **Operations Manager - Banking - Jul 2005 - Dec 2008**
 - Hands on experience in preparing COPIS, setting up Metrics and Value Stream Mapping
 - Supported Retail Finance business-Customer services Operations
 - Involved in transition and team management of associates supporting the Commercial Banking Division
 - Managed teams responsible for performing Bank Reconciliation Database Management, Cheque Exceptions Management, Fraud Detection and Control
 - Supported a DMAIC based productivity improvement leading to 15% reduction in processing time
 - Mentored various Lean Improvement projects leading to benefits such as improvement in Database Quality, Increase in controllership and Productivity enhancement

IT Skills

- Minitab
- Igraphix
- MS Office – Proficient in Visio, Projects, Word, Excel, PowerPoint

Strengths

- Technical Knowledge - Possess relevant work experience, professional education, domain knowledge, and software tools' skills
- Process Skills - Advanced skills in business research, report writing, formatting and language, and presentations
- Problem, Solving - Exhibited innovation through thought leadership, teamwork and creativity in solving bottlenecks on specific projects
- Interpersonal Skills - Used contacts/successful networking to perform research for specific Finance projects
- Team Player - Assisted team members during Quarter End/ Month End reporting and High volume days

Specialties

Lean, Lean IT, Six Sigma, Business Process Improvement, Project Management, Operations Management, Reference Data Management, Business process re-engineering, Leading high-end cross functional cross-geographic teams, Stakeholder management
Global Shared Services Strategy, Driving the right behavior to reduce/ eliminate cost of Contact Centers, Banking and Investment Operations management, Training, curriculum and staff development, Development of measurements, Large-scale project management, Employee engagement, Executive Level Reporting, Transition and Metric Development

Education

- Six Sigma Black Belt Trained and Tested
- Six Sigma Green Belt- Trained, Tested and Certified
- Principle of Banking Certification –American Bankers Association
- Masters in Commerce, 2009 (IGNOU, India)
- Bachelor of Economics, 2005 (University of Delhi, India)

Experience Summary

- **GENPACT LLC - United States - Feb 2012 - Present**
Projects
 1. Apr 2014 - Present - Credit Suisse Securities (USA) LLC
 2. Aug 2013 - Feb 2014 - Credit Suisse Securities (USA) LLC
 3. Feb 2013 - Aug 2013 - Genpact India Ltd.
 4. Feb 2012 - Feb 2013 - Key Bank
- **GENPACT India Ltd. - Jul 2005 - Jan 2012**
Projects
 1. Mar 2010 - Jan 2012 - Russell Investments
 2. Sep 2006 - Feb 2010 - Wells Fargo
 3. Jul 2005 - Aug 2006 - GE Capital International Services