

RIMI CHAKI

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Nationality: Indian

Profile Synopsis

- Experienced **Manager** with a successful record of accomplishments in **Consulting, Project Management, Project Delivery, handling cross functional teams and leadership & implementing Business Solutions (Data Science/AI & Robotic Process Automation)** while exceeding the core objectives of leading organizations.
- Proficient and technically competent professional responsible for delivering **Digital Transformation** projects with **Lean-Agile** approach along with a team of Analysts, Designers & Developers.
- Driven Change to **improve Customer Experience** through **Data Driven Decisions** & by **eliminating redundant work through Automation**.
- Established **NLP/Text Analytics capabilities** within the current organization.
- **Executive “Business Management in Digital Economy” - IIM-Raipur, Certified SAFe® 5 Agilist – Leading SAFe (SA)**
- Currently working as a **Business Transformation Manager**, engaged in a variety of projects, incorporating technology to analyze client’s business processes and identify Data Science & Robotic Process Automation (RPA) opportunities & managing projects with Data Science & RPA capabilities.
- Proficient in **Stakeholder Management, understanding stakeholder requirements** & Excelled at **collaborating** with clients, dependent teams & other stakeholders to meet or exceed design, quality and timeline expectations by ensuring the delivery of the highest quality service & acting on client feedback.
- Experience of **working in a multi-vendor environment** & **Good conflict management and prioritization skills**.
- Strong background in **SDLC methodologies** such as the Traditional **Waterfall** Model as well as iterative approach to software development such as **Agile, Scrum**.
- Skilled on **Project Management tools** such as MS Project, SharePoint, MS Visio, MS Office, etc.
- Experienced in **Text Analytics/NLP, Insights & Predictive Analytics using R, Python; Dashboard using Excel & Tableau; Robotics Process Automation (RPA) Solutions using Automation Anywhere**.
- Exposure to **multiple domains & Industry** – HR, Retail, IT, Banking, Automotive, Operations and Healthcare.
- **Appreciated by Global Clients (US & Canada)** for various successful Projects & **Received Company & Department Awards for Innovation & Process Excellence**.

Career Progression

Feb 2018 – Till Date	HGS - Hinduja Global Solutions, Bangalore - Manager (Data Scientist) - Business Transformation
Jan 2015 – Mar 2015	Resources Global Professionals, Bangalore (Client: Goldman Sachs) - Consultant
Apr 2011 – May 2014	Resources Global Professionals, Bangalore (Client: Goldman Sachs) - Consultant
Feb 2010 – Jan 2011	YL eServices, Bangalore - Analyst
Aug 2008 – Jun 2009	Richie Rich Financial Advisors Private Limited, Bangalore - Operations & Financial Planning Manager
Feb 2004 – Aug 2006	EXL Services, Noida - Executive

Professional Experience

Manager (Data Scientist) Business Transformation - HGS - Hinduja Global Solutions, Bangalore, India

Feb 2018 – Till Date

- Consulted & Managed multiple Projects to help business take **data driven strategic decisions, process automation & business excellence** using **Lean-Agile** approach.
- Worked closely with Clients to **understand their problem statements & propose solutions using Data Science & RPA Solutions** to optimize overall Business Process & workflow.
- Ensured successful **initiation, planning, execution, control and completion of the project** by efficiently scripting the project charters and plans. Well versed with **SDLC** & lead requirement, project development, testing, production support and maintenance phases with clear understanding and efficient supervision.
- Act as an **interface between Client, the team and other stakeholders** and made sure the expectations are well set and communicated by setting regular meetings and Scrum Calls.

- Ensured timely review of the project related artefacts such as **Functional Specification Documents, Process Mapping (As-Is & To-Be), Design Documents**, etc. and guided the team members accordingly and lead the project in the desired direction and made sure the SLAs are never missed.
- Conduct **High Level Digital Transformation Assessments** on client's business processes.
- Drive **Insights Analytics from VoE/ESAT & VoC/CSAT** to derive Actionable insights from **Quantitative Analysis, Sentiment Analysis & Topic Modelling (NLP/Text Analytics, Dashboard)**.
- Worked towards identifying major contributing factors to customer satisfaction & main reasons for customer dissatisfaction for a service provided & **Provided Actionable insights to Business on operational steps needed to be taken to maintain customer satisfaction & retain customers**.
- **Coordinate with Solution Architect & Business Analyst** to develop Design - Solution Design Document (**SDD**) and Cost Benefit (**CBA**) Analysis to aid in decisions on development & implementation of Bots using Automation Anywhere.
- **Consult with Clients** to provide functional and technical expertise in Robotic Process Automation including, solution design, project management, business process improvement and risk identification/mitigation.
- In collaboration with the Technical Team, **oversee Bot development is on track and deliver new processes to Business** that are efficient, well structured, maintainable and easy to understand.
- Build **stakeholder relationships and mentor team** as they progress through their pilots and implementation of RPA solutions.
- Develop and document **Data Science & RPA best practices** and contribute to team training and professional development efforts.
- Complete **post implementation project reviews** detailing and **measuring the key benefits delivered**.
- Skilled in preparing **Visual Reports & Summary statistics** for Clients & **Presenting Business Insights to Leadership team/Clients/Operations, Stakeholder Management, & Team Handling**.
- **Manage, monitor, and evaluate the performance of all executives**, and make sure associate related tasks such as timesheets, Leaves & appraisals are timely dealt that ensues smooth invoicing process.

Consultant - Resources Global Professionals

Client: Goldman Sachs, Bangalore, India

Apr 2011 – May 2014; Rejoined Jan 2015 - March 2015

- Successfully **implemented Agile & Lean methodologies & delivered Project** to decommission manual report and Automate Regulatory Reporting Process.
- **Elicited & Analyzed Requirements** from the Client, Documented & Worked closely with the Development team for implementing solutions.
- Gathered all the business requirements and identified critical items verified by SME's & other stakeholders.
- Identified the Business Rules, Change cases, Constraints, GUI requirements for the new system during meetings and work sessions.
- Maintained & Tracked Enhancements Status & Issues (**JIRA**), Planned **Team deliverables & responsibilities**, created detailed **project road maps**, plans, schedules and work breakdown structures.
- Interacted, Coordinated & Facilitated meetings with Clients/global teams and Stakeholders.
- Set up **daily scrum meetings** & participated in Sprint planning to ensure the project is on schedule,
- Worked closely with development team, and other stakeholders continuously to maintain **effective communication and coordination**.
- Gained exposure to Stock Analysis, Financial Modeling, Fund Regulatory Reporting.
- Experienced in Requirement Elicitation, BRD, Flowcharts, Process Flow diagram, Wireframe, User Manual, Traceability Matrix, Knowledge Transfer, SDLC, UAT, Team Management.

Analyst - YL eServices, Bangalore, India

Feb 2010 – Jan 2011

- **Automated Financial Modeling for Client** using Excel VBA Macro
- **Stakeholder Management**

Operations & Financial Planning Manager - Richie Rich Financial Advisors Private Limited, Bangalore, India
Aug 2008 – Jun 2009

- Gathered Client's requirements
- **Automated Financial Plan for Clients** based on Risk Profile for the Client & their Goals & Objectives
- Experienced in facilitating meetings with Clients
- **Client Management**

CCE (UK AVIVA Household Insurance Claims) - EXL Services, Noida, India
Feb 2004 – Aug 2006

- Experienced in **Process Migration** - Migrated Aviva Household Claims Process to EXL, Pune in 2004.
- Complete handling of the claim life cycle from first point of claim login to claim settlement.
- **Coordinated with UK customers and various service providers** of AVIVA (UK) to ensure smooth and quick completion of claims.

Education

- 2008** Post Graduate Diploma in Financial Planning from International College of Financial Planning, India
- 2003** Master of Science in Economics from University of Calcutta, India
- 2001** Bachelor of Science in Economics from University of Calcutta, India

Certifications

- **Executive "Business Management in Digital Economy"** - IIM-Raipur (March,2020)
- **Certified SAFe® 5 Agilist – Scaled Agile Inc, 2020**
- Certificate in "RPA Program Manager" – Automation Anywhere, 2020
- Digital Transformation Strategy – Questrom Business School, Boston University, 2019
- Diploma of RPA Business Analyst – UiPath Academy, 2019
- Data Science Professional (R), AI & Deep Learning with TensorFlow, Python for Data Science Expert - Edureka, 2017-2018
- Certificate in Financial Modeling, IMS Pro School, NSE – 2010

Projects Handled

- Insights Analytics, NLP / Text Analytics (R, Python, IBM Watson NLP)
- Process Automation in various Healthcare processes (Automation Anywhere, VBA Macros)
- CX Analytics/Dashboard for an Automotive Company (R, Python, Excel, Tableau)
- Retail Food Chain Customer Recovery Analysis (Excel, Tableau)
- Chatbot Framework/Contextual Interactive Chatbot (Deep Neural Net Model (DNN), TF Learn, Python TensorFlow, SQL)
- Image Analytics (CNN)
- HR Analytics - Predictive model for employee churn (using R)
- Performance Management Dashboard tracking KPIs/metrics (using Excel & Tableau)
- Project to decommission manual report and Automate Regulatory Reporting Process

Language Skills & Certifications

- Proficient in English
- Conversant in Spanish
- **Basic Spanish 1: Getting Started**, UP Valencia, Spain (EdX) - June 2017
- **Basic Spanish 2: One Step Further**, UP Valencia, Spain (EdX) - July 2017