



Param Veer Singh

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Summary

Strategic execution leader with 6.5+ years driving operational turnarounds, revenue growth & digital transformation across insurance, consumer tech & government. Led 50+ member teams, managed ₹80 Cr P&L; ex-Consultant, Founder's Office, Program Manager to GoI.

Professional Experience

Team Lead | Renegade Insurance | Atlanta, Georgia, USA (Remote)

- Improved policy renewal rates from 81% to 94% by institutionalizing proactive account review and identifying performance linked service incentives
- Reduced policy cancellation rate from 1.5% to 0.2% (~20% above industry benchmark) by enabling a rapid-response playbook and proactive risk segmentation framework
- Transformed an underperforming department into a high margin vertical (30% EBIDTA positive) by designing a robust goto-market architecture and fixing process and product
- Supported due diligence on 4 acquisition targets by conducting book composition analysis, loss-ratio review, retention, carrier contract transferability, and E&O exposure assessment
- Reduced quotation to account win Turn-around-time (TaT) by ~35% by implementing non-negotiable, unambiguous service level agreements and monitoring adherence

Associate Manager | Capacity Building Commission, Government of India | New Delhi, India

- Developed Annual Capacity Building Plans for 9 Ministries and 40+ government departments/divisions, effectively streamlining individual and organizational capacity building for 1.5K+ civil servants
- Introduced institutional succession planning for a 300+ strong Central Public Sector Undertakings (PSU) ecosystem
- Co-developed National Standards of Civil service Training Institutions (NSCSTI) that diagnosed the organization health of 790+ training institutions, mapping performance and assets of each training institution
- Digitally preserved 5K+ key Indian governance reforms by leading digital transformation efforts
- Facilitated Memorandum of Understanding (MOUs) with 5 States and Union territories (UTs) that outlined CBC's engagement with to support implementation of capacity-building initiatives
- Drove delivery of the inaugural National Training Conclave, uniting 1,500+ delegates from public and private sector nationwide across an 8-track agenda —Inaugurated by the Hon'ble Prime Minister

Associate Consulting | EY GDS | Gurgaon, India

- Increased adoption and uptake of the client's financial services product by ~75% by devising a customer base growth strategy
- Redefined target customer segments and value proposition through 20+ design-thinking workshops, feeding a growth strategy that lifted product adoption by ~75% across an 8,000+ user base
- Identified a ~9% (\$800K) administration-cost reduction for an EMEA FMCG client through a SQL- and Power BI-driven cost diagnosis
- Created a Power BI and XML-based integrated financial tracking system that monitored invoicing and timeline adherence for an EMEA-based client, leading to ~33% less financial leakages
- Built a consolidated Sales and Pipeline platform giving EY Business Consulting leadership real-time visibility across 6 business consulting departments for the first time

Education

B.Tech, Computer Science, United College of Engineering and Research, Dr APJ Abdul Kalam Technical University | Greater Noida, India

Accomplishments and Awards

- Fast tracked to Department Head within 7 months of joining as Associate, skipping 2 levels based on performance and impact
- Conferred with EY Exceptional Client Service Award 2021, for building the GTM pipeline model adopted across the Business Consulting division
- Youngest by experience (7 months vs 72 months) to own a division and drive P&L end-to-end by leading cross-functional initiatives and go-to-market motions
- Received letter of appreciation from Hon'ble Prime Minister of India for work on National Standards for Civil Service Training Institutions
- Selected by EY's Business Consulting leadership (1/300) to formulate internal business development strategies during peak pandemic period

License & Certifications

Co/Extra-curricular

- Analyst, The World Bank: Diagnosed quality of and access to digital service delivery in Albania by analyzing 70+ governance indicators
- Chief of Staff, Global Governance Initiative: Designed and ran the placement engine for a 153-member cohort targeting public policy, product management and consulting roles
- Moderator, Disarmament and International Security Committee, Harvard MUN Japan
- Content Writer, Pepper Content: Hired as a content writer in Pepper Content's inaugural batch of writers, publishing 20+ reports and articles