



Riya Singh

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Summary

Transformation and strategy consulting professional with ~6.6 years of experience leading process mining, supply chain transformation, and automation initiatives for global clients. Proven track record of structuring ambiguous business problems into executable roadmaps, quantifying value opportunities, and securing senior leadership buy-in through data-driven business cases. Skilled in cross-functional stakeholder management, team leadership, and organizational capability building.

Professional Experience

Transformation Excellence Consultant | Accenture Strategy & Consulting | Gurugram

- **Transformation Consultant, Global Medical Device Company**
 - Led end-to-end supply chain transformation assessment across 4 of 6 operational towers (planning, order management, forward & reverse logistics), diagnosing process inefficiencies and defining target-state operating models to improve KPIs, reduce FTE cost, and drive business savings.
 - Facilitated cross-functional workshops and stakeholder interviews to prioritize transformation opportunities, translating findings into roadmaps, project charters, and executive presentations that secured leadership buy-in.
 - Structured a pipeline of automation, analytics, and process-redesign initiatives, including a machine learning-based ETA prediction solution to improve delivery reliability and a ~€1.4M business case for Procurement Key process standardization.
 - Managed and mentored a team of 4 consultants, overseeing project delivery, resolving execution risks, and ensuring stakeholder alignment across transformation workstreams.
- **Process Mining Value Architect, US Alcohol Distributor**
 - Led end-to-end process mining analysis of the Inbound Logistics process using Celonis (OCPM, PAM), building interactive dashboards that surfaced late deliveries, low PO fulfilment accuracy, and high dock idling time.
 - Ran client discovery workshops to identify standardization and automation opportunities, unlocking ~\$10M in estimated cost-saving potential across transformation initiatives.
 - Leveraged Celonis' System Transformation Readiness App to guide the client's SAP ECC to S/4HANA migration and led training sessions to build team-wide OCPM capability.
- **Process Mining Consultant, French Shipping Company**
 - Conducted end-to-end process mining across Freight Invoicing and Journey Leg Updation, building Celonis data models and dashboards to uncover inefficiencies across ports and countries.
 - Identified ~\$47M in total value opportunity (~\$42M in Journey Leg savings, ~\$5M in Freight Invoicing working capital) and diagnosed root causes of invoice cancellations and operational bottlenecks.
 - Configured KPI monitoring dashboards and value cases enabling stakeholders to prioritize high-value improvements across global logistics workflows.
- **Practice Development & CoE Capability Building**
 - Led the Learning & Development initiative for the Automation CoE, conducted skill-mapping surveys, built structured learning guides, and delivered training to close capability gaps for new hires and new CoE locations.
 - Contributed to business development through client proposals, RFP responses, and pitch decks, and authored internal Points of View and case studies to support reusable consulting frameworks.
- **Scrum Master, American Multinational Consumer Goods Company**
 - Led agile adoption for a 10-member cross-functional delivery team, integrating JIRA and QTest into delivery workflows and facilitating all Scrum ceremonies to maintain sprint commitments.
 - Coached the team on agile best practices, managed backlog prioritization and sprint capacity planning, and partnered with Product Owners and Business Analysts on user stories and delivery metrics.
- **Business Analyst, IT Consulting Company**
 - Translated business requirements into user stories and acceptance criteria for benchmarking consoles across 9 industry domains, supporting successful release and 30+ post-launch enhancements.
 - Mapped operational, financial KPIs to process hierarchies, enabling standardized performance benchmarking across sectors.
- **Automation Consultant, Global Automobile Manufacturer**
 - Facilitated automation discovery workshops with 4 cross-functional business teams, identifying 20+ high-potential automation use cases aligned with enterprise priorities.
 - Designed the business unit's intelligent automation operating model and a standardized feasibility assessment framework to evaluate the use-case pipeline for complexity and business value.

- **Process Analyst and Data Engineer, Multinational Conglomerate Corporation**

- Delivered end-to-end process mining across Procure-to-Pay, Accounts Payable, PR-to-PO, and eRFX processes from requirement gathering through data engineering, dashboard development, and stakeholder adoption.
- Led workshops with procurement, finance, and operations stakeholders to prioritize use cases; built Celonis data models, KPI frameworks, and dashboards connected to SAP and SAP HANA across global business units.
- Delivered data-driven recommendations that improved payment accuracy and cash-flow management, realizing ~\$30M in working-capital benefits.

- **Process Analyst and Data Engineer, Internal Initiative**

- Led an internal benchmarking initiative comparing Celonis and Signavio across Procure-to-Pay and Accounts Payable, building end-to-end solutions on both platforms spanning data extraction, modelling, dashboards, and automation.
- Built BPMN process models and governance workflows in Signavio, and developed KPI tracking (Automation Rate, First-Time-Right Rate, Rework Rate) and ESOAR-based root-cause analysis to drive continuous improvement.
- Automated migration and deployment activities through Python-based utilities, improving efficiency and consistency across Celonis environments.

- **Process Mining CoE & Practice Development**

- Played a pivotal role in scaling the Process Mining team from 2 to 15+ members (2020–2021) by driving recruitment, drafting role profiles, and conducting technical interviews.
- Delivered Celonis training and knowledge-sharing sessions for new hires and supported business development through proof-of-value demonstrations and client presentations.

Education

Bachelor of Technology (Computer Science Engineering), National Institute of Technology (NIT), Delhi

Accomplishments and Awards

- Champion of the Quarter Award – Received Champions of the Quarter – Above & Beyond award for 2024 Q2 at Accenture.
- Gen AI Cyber Spotlight Program – Received recognition for completing the Secure Use of Gen AI Cyber Spotlight program from Accenture in July 2025.
- Promoted for Exemplary Performance – Promoted twice within two years in Capgemini: Senior Analyst to Associate Consultant, and then to Consultant.

License & Certifications

Passed Level I of the CFA Program

Excel skills for Business: Advanced, Macquarie University, Australia

Business Writing Skills, University of Colorado Boulder, United States

UiPath Task Mining Course

Co/Extra-curricular

- Completed the Banking Foundation Learning Course – Accenture Industry Course
- Participated in 10-km marathon organized by Bank of India
- Volunteered full-time for a month, at a government school in Delhi, as part of the Teach for India initiative in a Government Boys Senior Secondary School and performed other extra-curricular activities in the classroom in July 2017.
- College throwball team winner and received Best Player award for throw ball twice.
- Represented school in state-level and district-level basketball and volleyball tournaments from 2010-2012.
- Received the All-Rounder Award in 2011 (Bal Bharati Public School) for strong academic performance and participation in sports and other extracurricular activities.
- Led community service initiatives by mentoring Montessori students in life skills and supporting school wide co-curricular programs, formally recognized by the institution for sincerity, leadership, and contribution to the student community.