



Riya Singh

E-Mail: x26riyas@iima.ac.in Mobile: +91 9899749254 LinkedIn: linkedin.com/in/riya-singh-0b0199162

Summary

Management consultant with 6.7 years of experience driving supply chain transformation, process mining and automation across global enterprises. Proven track record of identifying and delivering high-value opportunities, with business cases and transformation initiatives spanning up to \$47M in value and €1.43M in annual benefits. Experienced in leading cross-functional teams, managing C-suite stakeholders and scaling client engagements, including expanding a team from 1.5 to 4 consultants and securing a 12-month engagement extension.

Professional Experience

Transformation Excellence Consultant | Accenture Strategy & Consulting | Gurugram

- **Transformation Consultant, Global Medical Device Company**

- Led an 8-month supply chain transformation program across 5 operational areas, identifying 15+ initiatives with 20.56 FTE of improvement potential.
- Secured C-suite approval and funding for 5 transformation initiatives delivering 2.49 FTE and €1.43M in annual benefits; developed 7 business cases and initiative charters end-to-end.
- Expanded the engagement from 1.5 resources to a 4-member team by uncovering opportunities beyond the original mandate, recruiting and onboarding the team and securing C-suite approval to fund the additional scope.
- Won a 12-month engagement extension one month before the original contract end by presenting realized transformation results to C-suite and the steering committee, enabling continued delivery through benefit realization.
- Diagnosed delivery date accuracy at 68% against a 90% target and scoped an ML-based ETA prediction solution, alongside an agentic AI opportunity to automate vendor coordination across 28 buyers and 4 owners.
- Led governance for the transformation portfolio, managing weekly performance reporting, risks and dependencies, and representing the program in monthly C-suite steering meetings.

- **Process Mining Value Architect, US Alcohol Distributor**

- Analyzed ~500K annual shipments and 2M+ event records across inbound logistics process leveraging Celonis to identify 5 root causes of logistics value leakage, quantifying ~\$9M in recoverable value.
- Led 10+ workshops with supply chain, logistics and IT leaders through C-suite to translate process insights into 8 prioritized automation and standardization initiatives with ~\$10M cost-saving potential.
- Reduced SAP S/4HANA migration scope by analyzing 205 custom T-codes and user activity, recommending retirement of 15% of assessed codes and cleanup of ~10% of master data to reduce rework and migration complexity.
- Standardized the approach into a reusable toolkit of 38 KPIs and an object-centric data model, and trained 7 consultants to staff independently on subsequent client engagements.

- **Process Mining Consultant, French Shipping Company**

- Led a 5-member team as deputy lead on a 3-month transformation diagnostic across 5 ports, identifying ~\$47M in value opportunities, including ~\$42M from excess carrier storage costs.
- Identified a 29.4% invoice cancellation rate across 0.6M bills of lading and recommended audit controls and charge-code standardization to reduce DSO from 21 to 10 days, releasing \$4.9M in working capital.
- Built 20+ dashboards and 40+ process KPIs and developed business cases for 6 initiatives; secured leadership endorsement for storage-cost reduction as the first implementation priority.

- **Business Analyst, IT Consulting Company**

- Translated business requirements into 50+ user stories in JIRA and Azure Devops for benchmarking products across 9 industries, mapping 300+ operational and financial KPIs and coordinating 30+ post-launch enhancements.
- Managed business analysis, testing, PMO and data preparation for a lean product team, developing and maintaining master-data and KPI frameworks supporting engineering delivery.

- **Scrum Master, American Multinational Consumer Goods Company**

- Drove agile adoption as the first Scrum Master for a 10-member distributed team building a trade promotion management system, implementing SAFe 6.0 and lifting velocity 20% from ~16 to 20 story points per sprint.
- Coached the team on agile best practices, embedded JIRA Align into the delivery workflow, managed backlog prioritization, ran sprint capacity planning and delivery metric reporting with Product Owners and Business Analysts.

- **Automation Consultant, Global Automobile Manufacturer**

- Led automation discovery across 4 cross-functional teams, identifying 20+ high-potential use cases and designing the business unit's intelligent automation operating model and citizen-development strategy.
- Developed a standardized feasibility framework to assess 20+ use cases across business value, complexity and automation potential, creating a prioritized pipeline for the Automation CoE.

- **Practice Development & CoE Capability Building**

- Led capability development for a ~60-member Transformation Excellence CoE, conducting a practice-wide skills assessment and developing 8 structured learning guides used as the internal curriculum.
- Trained ~30 practitioners at a newly established CoE location, built a repository of 15+ reusable case studies and contributed proposal content that converted 1 of 3 RFP responses into a client engagement.

Consultant | Capgemini Invent | Gurugram

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

- Delivered end-to-end process transformation across Procure-to-Pay, Accounts Payable, PR-to-PO and eRFX processes, integrating SAP/SAP HANA data with Celonis to identify operational and financial improvement opportunities.
- Identified and implemented data-driven recommendations improving payment accuracy and cash-flow management across global business units, realizing ~\$30M in working-capital benefits for the client's procurement and finance functions.
- Led procurement, finance and operations workshops to prioritize use cases and define measurable success criteria, tailoring process analytics across regions, vendors and fiscal calendars.

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

- Led a comparative evaluation of Celonis and Signavio across Procure-to-Pay and Accounts Payable, developing end-to-end solutions that informed client platform advisory and practice strategy.
- Developed BPMN process models, governance workflows and KPI frameworks covering automation, first-time-right and rework, enabling data-driven root-cause analysis and continuous improvement.

- **Process Mining CoE & Practice Development**

- Scaled the Process Mining team from 2 to 15+ members in 2020–21 by driving recruitment, defining role profiles and conducting technical interviews.
- Built process-mining capability through Celonis training, knowledge-sharing and proof-of-value demonstrations supporting client acquisition and business development.

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.
- Promoted for Exemplary Performance – Promoted twice within two years in Capgemini: Senior Analyst to Associate Consultant, and then to Consultant.
- IIMA Mavericks Challenge – Top 17 teams, developing UrjaID, an energy-transparency technology product.
- Gen AI Cyber Spotlight Program – Received recognition for completing the Secure Use of Gen AI Cyber Spotlight program from Accenture in July 2025.

License & Certifications

KPMG - Lean Six Sigma Green Belt Certification

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
- Winner, College Throwball Championship; Best Player Award – 2×
- Represented school at state- and district-level basketball and volleyball tournaments
- Teach for India Volunteer – Full-time volunteer at a government school in Delhi
- 10-km Marathon Participant – Bank of India
- All-Rounder Award, Bal Bharati Public School – recognized for academic and extracurricular performance
- 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.