

# PRANAV SINGHAL

Results-driven senior executive with over 26 years of professional experience renowned for successfully delivering large-scale and intricate global engagements. Exceptional leadership and management skills, demonstrated by overseeing diverse and globally dispersed teams across all aspects of program delivery. Adept in transformational leadership, leveraging extensive knowledge of finance, business, operations, technology, and infrastructure. Proven track record in managing complex programs, optimizing team performance, fostering collaboration, and implementing robust project management methodologies. Well-suited for progressive roles requiring strategic vision, operational excellence, and the ability to drive transformative change in dynamic environments.

## RECENT PROFESSIONAL EXPERIENCES

### 2008 – Present | Ernst & Young LLP USA Director Global Program Delivery Lead

- Global Program Deployment Delivery Lead– Finance and Business Transformation Program
- Global SAP Concur Deployment Lead – Finance and Business Transformation Program
- Global Program Testing Lead – Finance and Business Transformation Program
- Global Support Lead – Operation Transformation Program
- Global Technical Cutover Lead – Technical and Operations Transformation Program
- Technical and Integration Lead – Finance and Technical Transformation Program

- Orchestrated and guided cross-functional delivery teams for the deployment of an expansive, industry-defining global SAP instance, achieving successful rollout and adoption
- Fostered collaboration among global, regional, local, and country stakeholders, ensuring seamless alignment with organizational objectives throughout the program delivery
- Accountable for strategic management of software vendors, system integrator vendors, and various other vendor teams, overseeing a substantial annual budget exceeding \$100 million
- Implemented robust governance frameworks, streamlining communication channels and facilitating effective conflict resolution.
- Cultivated a high-performing team, fostering collaboration and unity to execute on a shared vision
- Successfully led the global deployment of Concur within a tight 6-month timeframe, establishing a robust Program Office and managing global stakeholders, resulting in a seamless transition and minimal hyper care incidents
- Revitalized a program by addressing issues and challenges, leading multiple global testing cycles and ensuring the successful deployment of a highly accurate solution across 13+ countries
- Led the establishment and management of a global support organization, navigating the vendor selection process, upskilling existing resources, and strategically recruiting top talent
- Spearheaded the successful migration of a global beer manufacturer from SAP ECC to SAP S/4 instance, developing a comprehensive cutover plan and ensuring seamless integration with legacy and cloud applications
- Played a pivotal role in the implementation of a Global Payment Factory, conducting a technical assessment and providing recommendations to streamline financial processes and reduce bank charges



## Contacts

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## Signature Skills

- Transformation Leadership
- M&A Initiatives
- Program & Resource Management
- Change Management and Adoption
- Governance and Strategy
- Solution Design and Implementation
- Team Performance Optimization
- Client Relationship Management
- Development and Testing
- Stakeholder Management and Communication
- Vendor Management
- Project Delivery and Quality Assurance

## Academics

- MBA in Marketing and Information Systems
- PG Diploma in Computer Science
- Bachelor of Commerce and Accountancy

Efficiently managed a portfolio worth USD 50 million as a Technical and Operations Transformation Program Lead, overseeing business development, pre-sales activities, customer and vendor management, and ensuring streamlined data center operations. Effectively handled six data centers, led a team of 200+ resources, and served as the primary customer escalation point for a diverse global client base of over 50. Through strategic initiatives and proactive measures, achieved an impressive 10% increase in customer satisfaction and a notable 20% improvement in profitability, successfully optimizing business outcomes and reducing penalties.

## PREVIOUS EXPOSURE

- Manager – SAP Technology, Deloitte Consulting USA | 2005 - 2006
- SAP Basis Manager, Wipro Technologies | 2001 – 2005
- SAP Basis Lead – New Technology Architect, Harita InfoServ | 1998 – 2001
- Franchise Manager (Sales and Front Office) Senior, NIIT Ltd | 1996 - 1998

## Responsibilities Entailed Over The Years

### Transformation Leadership

- Providing strategic guidance and leadership for Finance, Technology, and Operations transformations
- Driving the vision and roadmap for digital transformation initiatives
- Guiding clients through complex transformations and ensuring successful outcomes

### M&A Initiatives

- Leading M&A initiatives, including due diligence, post-merger integrations, and carve-outs
- Mitigating risks and maximizing synergies during the M&A process

### Program & Resource Management

- Developing and implementing robust project management methodologies for large-scale initiatives.
- Creating detailed project plans, allocating resources, and monitoring progress
- Developing and executing program strategies aligned with organizational objectives
- Monitoring program performance and managing risks and issues
- Allocating and managing resources effectively to deliver program objectives

### Change Management and Adoption

- Developing change management strategies to facilitate smooth program adoption
- Engaging with teams to drive awareness and buy-in for program initiatives
- Providing guidance and support to ensure successful change implementation

### Governance and Strategy

- Enforcing robust governance frameworks to ensure effective program management
- Crafting innovative business and enterprise architectures for streamlined operations

### Solution Design and Implementation

- Collaborating with cross-functional teams to design SAP solutions
- Leading the implementation of SAP modules and functionalities

### Team Performance Optimization

- Fostering a collaborative and high-performing team environment
- Optimizing team performance through effective resource allocation and skill development

### Client Relationship Management

- Building and maintaining strong relationships with clients
- Understanding client requirements and tailor solutions to meet their specific needs

### Development and Testing

- Overseeing offshore development teams to ensure quality and timely deliverables
- Implementing thorough testing and validation processes to guarantee system reliability

### Vendor Management

- Managing relationships with SAP vendors and partners
- Coordinating vendor activities, including contract negotiations & service-level agreements
- Evaluating vendor performance and providing feedback for improvement
- Conducting cost and effort estimations for effective resource allocation
- Orchestrating vendor selection to secure qualified and reliable partners
- Implementing shared services and centers of excellence to drive operational excellence

### Stakeholder Management and Communication

- Engaging with key stakeholders to understand their requirements and expectations
- Communicating program progress, milestones, and outcomes to stakeholders
- Addressing stakeholder concerns and ensuring their alignment with transformation goals

### Project Delivery and Quality Assurance

- Ensuring the successful delivery of projects within budget and timelines
- Monitoring project progress, identifying and mitigating risks
- Conducting quality assurance checks to maintain high standards of deliverables