

VAROUN JINDAL

Senior Manager PMO Operations & Analytics (Finance & People) at CDO's Office Persistent Systems
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PROFESSIONAL SUMMARY

- With over 16 years of expertise in business operations excellence, resource management, and analytics, I drive operational efficiency and strategic growth. I excel in transforming data into actionable insights with BI dashboards, resulting in measurable process and revenue improvements.
- As an Operations Lead, I have led global strategic programs in business process re-engineering, optimization, and change management. My portfolio management includes tracking revenue, booking, margin, and contractual lever oversight, ensuring strong financial performance.
- In collaboration with consulting firms, I have developed growth strategies for sales teams and cost and pricing for delivery.
- Subject Matter Expert in human resource supply chain and operational/financial metrics, I bring deep domain knowledge.
- Certified in multi-domain data analysis, I possess strong analytical skills across workforce functions, HR, operations, sales, and finance. Expertise combined with technological proficiency, enables effective program coordination and management.
- My leadership style is driven by resilience and marked by the ability to challenge and inspire teams to achieve excellence.
- Recognized for mentoring and training, I have dedicated over 1600 hours to developing young talents.
- Proficient in Microsoft Office, including Power BI, I leverage these tools to enhance performance. My experience in project management, revenue, and talent complements my operational expertise.
- Committed to core values, I drive continuous improvement within complex global organizations.

SKILLS

- Excel, PowerPoint, Word, Forms, VBA Macros, Power BI, and Tableau
- MS-Copilot, Power Automate, Access, R, and Python

CORE COMPETENCIES

- PMO Operations & Analytics, Business Analyst, Consulting
- Talent Management, Manpower & Capacity Planning, Resource Management, Skill Development
- Project Coordination, Project Budgeting, Training, Process Optimization & Improvement
- IT Operations, Workforce, People & HR, Consulting, Staffing.

EDUCATION

Aug 2022 – Aug 2022	HR Analytics, Indian Institute of Management Ahmedabad, Executive Education
July 2018 – Dec 2019	Post Graduate Diploma in Business Analytics (P.G.D.B.A.), Major: HR and Financial Mumbai School of Economics and Public Policy & Quant Roboanalytics Solution
Aug 2008 – Aug 2009	Diploma in Business Management (D.B.M.), Prin L. N. Welingkar, Mumbai University
Aug 2004 – Aug 2007	Bachelor of Engineering (B.E.) Major: Electronics and Telecommunication Vivekanand Education Society Institute of Technology, VESIT, Mumbai University
July 2001 – Aug 2004	Diploma in Electronics and Video Engineering Major: Video Engineering St. Xavier's Institute of Technology, MSBTE, Distinction
June 2001	Secondary School Certificate, St. Xavier's High School, MSBSHSE, First Class

EXPERIENCE

Jun'21 – till date | Persistent Systems | 38 months |

Senior Manager – Operations (Technology and Emerging Verticals – Communication, Media, and Technology Organisation Unit)

- As Operations head in CDO Office, track, coordinate & improve the revenue, booking, margin, talent programs for P&L.
- Improved the margin based on contract levers, FY22, FY23 (1.5M+).
- Program management operations of multiple initiatives,
 - Talent Management – Identify Mentors (33+), Trained to Billed, Skills database (3600 HC+), e-learning platform (Cloud Academy, Udemy), Certifications (3600+ certified associates, 4 Hyper-scalers – AWS/Azure/GCP/IBM) and alliance partnerships with 4 Hyperscale Cloud platform and SoftwareAG.
 - Staffing – Direct revenue projects (~\$50M/Q) and notional revenue vis service line (~10M/Q).
 - Talent Acquisition – TA Coordination (500+ Panels), Interview Guidelines (10+ skills), JD Repository (33+).
 - Utilisation above 90% (Billed, IFB, PWP, and Bench).
- Work on process automation, standardization, and reducing Muda. Utilized Power Automate for automation.
- Helping innovate, designing organisational best practice for cross functional teams saving over 120 hours/week.

Dec'19 – Jun'21 | Danaher (Global Fortune 200) | 18 months |

Talent Acquisition Operations Specialist / TA Partner / TA Advanced Reporter, Analytics & Operations

- Learnt and implemented Danaher Business System, for continuous improvement & timely reporting.
- Developed, oversaw, and provided regular cadence of performance indicators (including diversity) via Power BI.
- Co-develop quarterly hiring manager and candidate satisfaction surveys.
- Analyses data from job boards (Naukri), and social media sites (LinkedIn, Google Search) to identify trends.
- Lead implementation of Textio (neutral JD Creation), Phenom (Sourcing CRM), Workday (ATS), DDI Assessment.
- Supervised utilization of TA tools/resources/systems bringing in standardization between both TA & RPO Vendors.
- Lead as the India Partner managing security access, issues and escalation related to Workday.

Aug'16 – Dec'19 | Wipro Ltd | 39 months

Assistant Manager – Resource Management Analytics, Special Projects Group

- Lead the reporting analytics team for Health Vertical to develop statistical analytics for fulfilment, demand, bench, COD/revenue, and BMM. Built reports using PowerBI.
- Program Managed COD reduction, staffing and fulfilment for T&M demand for energy, health, LS Domain.
- Used R for the demand-supply match, competency building and training needs (cross-skilling / up-skilling)

Jun'16 – Aug'16 | Altisource Business Solutions | 2 Months

Assistant Manager – Analytics and Reporting HR Operations

- Reduced the Incentive Calculation from 3 month to 1 days by Designing score cards framework.
- Processed employee payroll changes for India and US.
- Controlled off-cycle promotions, employee related changes for US / Luxembourg / Philippines / Uruguay / India.

Mar'13 – June'16 | IGATE Computer Systems (Now Capgemini India Pvt Ltd) | 39 Months

Assistant Manager – Resource Management / Corporate Business Manager / CEO's Team – Analytics & Operations

- Co-lead the IGATE & Capgemini Integration team, for internal IS applications. Received a team award.
- Administer the design & implementation of Online Reporting Service BizView for the following parameters:
 - Operational (Utilization, grade ratio, the span of control, space, and visa utilization).
 - Resource Management (Requests, resources on bench and buffer, hiring pipeline, aging, customer aging).
 - Compliance (BGC compliance, project renewal, and extension certification.)
 - Financial (Project budget, and forex impact on the project budget.)
- Lead organizational wide implementation of Taleo for Recruitment/Hiring Manager, Training Distribution System for planning and distribution of fresher trainees, and IPLAN for the capacity planning.
- Piloted the Manpower Planning rolling for six quarters based on revenue, revenue productivity, leverage, utilization, buffer with other parameters like attrition, promotion and hiring plan (lateral and fresher).
- Improved margin by mapping visa-ready resources & onsite bench. Consolidate US Visa Nomination for FY14-15.
- Tracked the attrition of employees on the bench, released them an early saving of more than 12K Man-Day.

Mar'11 – Aug'12 | Capgemini India Pvt Ltd | 18 Months

Senior Consultant, Resource Management Analytics and Operations

- Designed a demand and supply tracking dashboard, reducing the on-time and near-time delivery.
- Developed BI Report with IS Team using QlikView. This integrated various intra-company systems and reports.
- Created multiple excel/VBA reports for demand supply matcher, skill search and discrepancy generator.
- Observed the various operational parameters. This helped in identifying the leakages & take corrective actions.
- Participated in Global Group Audits and ISO 2000 – Staffing Process and SLAs.
- Worked for a US based pharmaceutical client, to generate VBA based sales reports (national, region & area).

Oct'07 – Sep'10 | MASTEK LTD | 36 Months

Executive – Project Management Office, Resource Management Analytics and Operations

- Pursual of the requirements fulfilment within the SLA. Publish dashboard for CxO, and Leadership.
- Developed the Centre of Excellence (Service Lines) across various streams (BI, Testing, SA, TA, BA).
- Focussed to Improve utilisation, cost of delivery, manage virtual bench (~420) during the global slowdown.
- Advise the IS Team to develop, and integrate in-house systems, based on my technical and functional skills.
- Consolidated the capacity planning, to create delivery resource forecasting.
- Worked with Big4 for process optimization & roll-out for Releases, Rotation, Skill DB, Capacity and Model bench.

KEY ACHIEVEMENTS & HIGHLIGHTS

- Annual Award FY24 – Key Business Lead Enabler
- Gratitude Reward Q1, 2024
- Star Performer Q1, 2022 - Margin Improvement
- ACE Award Q1, 2022, for operational initiatives
- Top 6 Performer FY2022 - Margin Improvement Initiative
- Team of the Quarter, Team Award, OND' 2015
- Achiever of the Quarter – Individual Award, JAS' 2013
- Best Employee Month – October 2008
- Received J.R.D. TATA Scholarship

OTHER CERTIFICATIONS

- Cooper Crash Course: Design Thinking in 3 Steps
- Microsoft Excel Macro and Excel VBA
- R Programming A-Z for Data Science with Real Exercise
- Analytics for Human Resources
- Power BI A-Z for Data Science
- eTransformation of Education Practices from Rashtram School of Public Leadership

PERSONAL INFORMATION

- Father: Late Yeti Jindal – Filmography and Producer
- Mother: Nishhaa Y Jindal – Aesthetician
- DOB: 18th November 1985

LANGUAGES: English, Hindi, Marathi, Punjabi

PERSONALITY: Analytical Person, Collaborator, Creative, Ethical and Loyal

PASSION: Collecting Collectables, Coins, Gardening, Cycling, Listen to Music

PROJECTS & REFERENCES: Available on Request