

SHISHIR SINGH

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DIGITAL TRANSFORMATION | GENAI | PROCESS IMPROVEMENT | PROJECT MANAGEMENT & LEADERSHIP

PROFILE SUMMARY

Certified Lean Six Sigma Master Black Belt with over a decade of leadership in process improvement, digital transformation, and project/program management. Guided projects achieving financial milestones exceeding USD 20 million. Specializes in aligning business objectives with technical teams, focusing on GenAI, AI Agents, LLM, Prompt Engineering, RPA, AI, and ML to drive significant operational enhancements. Proficient in BI tools such as Minitab, Excel, and PowerBI, with expertise in Business Analytics, including Time Series Analysis, forecasting, and predictive modeling. Renowned as a trusted consultant in Six Sigma and Process Improvement, recognized for designing innovative Process Optimization Frameworks, and acclaimed as a top-tier Lean Six Sigma trainer.

KEY HIGHLIGHTS

- **Project Leadership:** Spearheaded the management of 15 automation and 50+ process improvement projects, directing cross-functional teams and delivering a combined financial benefit of over **USD 20 million**, achieving significant process enhancements, operational excellence, and substantial financial gains.
- **Project Management & Process Improvement:** Directed and completed over 12 high-value process improvement initiatives, achieving a 25% boost in efficiency; additionally championed the development and integration of 15 automation projects using GenAI, Prompt Engineering, RPA, AI, and ML, leading to a 40% reduction in manual interventions.
- **GenAI & Prompt Engineering:** Lead 4 large scale projects involving LLM/SLM and Prompt Engineering. Finetuned the prompts to optimize the output and achieve higher accuracy. Used Persona and Question Refinement Pattern to finetune Prompts.
- **Agentic AI:** Leading the Copilot COE with an objective to identify Agentic AI use cases. Used Copilot Agent to drive efficiency in a high effort process and improved the efficiency by 80%.
- **Project Collaboration, Streamlining Operations, Automation, and Efficiency Improvement:** Partnered with IT teams to streamline operations through automation tools, reducing document review effort by 60%, QC efforts by 98%, efficiency gains in URL cataloging by 50%, optimizing PowerPoint slide creation by 70%, and boosting news sourcing efficiency by 80%.

AREAS OF EXPERTISE

Agentic AI | GenAI | Prompt Engineering | Six Sigma & Process Improvement | Continuous Improvement & Innovation | Digital transformation | Data Visualization & Decision Making | Performance & SLA Management | Stakeholder Collaboration | Training & Development | Risk Management & Strategy

PROFESSIONAL EXPERIENCE

Integreon, Noida | Manila, Philippines

JAN 2018 – PRESENT

Senior Director – Business Excellence & Digital Transformation

JAN 2026 – PRESENT

Director – Business Excellence & Digital Transformation

JAN 2020 – DEC 2025

- **Process Improvement:** Established and monitored a process improvement framework, which led to a 15% increase in operational efficiency.
- **Digital Transformation Leadership:** Initiated and managed digital transformation projects across multiple business units, enhancing global process efficiencies by 40%.
- **GenAI/AgenticAI/RPA/AI Management:** Managed various automation projects from opportunity identification to UAT, culminating in a 25% increase in process automation initiatives. Utilized GenAI/Ai Agents/Prompt Engineering and GPT Models to optimize accuracy.
- **Performance Management Implementation:** Implemented a Performance Management framework, that helped in improving organizational productivity.
- **Program Oversight:** Oversaw the Lean Six Sigma Certification program, maintaining a 99% pass rate for internal candidates.
- **Customer Feedback Analysis:** Spearheaded customer VOC gathering exercises, using CSAT surveys and feedback to drive a 15% increase in customer satisfaction through improvement projects.
- **Training & Development:** Cultivated organizational buy-in by conducting Six Sigma training, certifying over 150 employees across various belt levels.
- **Team Guidance:** Guided project teams, reducing client escalations & SRRs by 40% through effective RCA activities.
- **SLA Monitoring:** Ensured a 98% SLA adherence rate by monitoring project performance metrics.
- **Data Analytics & Consulting:** Leveraged data analytics to pinpoint process improvement areas, leading to a 20% improvement in process efficiency after sharing recommendations with clients

Senior Manager – Business Excellence**JAN 2018 – DEC 2019**

- **Strategic Continuous Improvement:** Spearheaded Continuous Improvement strategies across multiple geographies, resulting in a 30% efficiency increase year-over-year.
- **Governance & Process Adherence:** Established and maintained a global Governance Model for Continuous Improvement, leading to a 20% uptick in process improvement initiatives driving process standardization and process adherence.
- **Automation & RPA Management:** Identified and managed RPA/Automation opportunities, delivering 15+ projects, improving overall workflow efficiency by 25%.
- **Data Visualization and decision-making:** Designed and launched Digital Dashboards using PowerBI, enhancing data-driven decision-making across the organization.
- **LEAN Six Sigma Mentorship:** Mentored teams in LEAN Six Sigma Process Improvement Initiatives on a global scale, resulting in a 35% reduction in process deviations.
- **Global Training:** Certified 100+ employees annually in LEAN Six Sigma and Analytics, enhancing operational excellence.
- **Consultation:** Provided On-site process consulting to clients. Improved project timelines by ~15% advising on process strategies.
- **Innovation:** Led ideation sessions for global processes, finding 100+ improvement opportunities.
- **Quality Assurance:** Aided in CAPA implementation, reducing project errors by 20%.
- **Analytics:** Ensured 95% accuracy in performance tracking with advanced statistical tools.
- **Risk Management:** Collaborated on strategies, decreasing operational risks by 30%.

Thomson Reuters**AUG 2015 – DEC 2017****Senior Manager – Business Excellence**

- **Six Sigma:** Boosted process efficiency by 25% through global implementation.
- **Quality Assurance:** Achieved 98% calibration accuracy in QC processes.
- **Team Advisory:** Reduced client escalations by 20% through RCA guidance.
- **SLA Oversight:** Maintained a 99% adherence rate monitoring project metrics.
- **Framework Development:** Developed Process Adherence framework with R&Rs that boosted standardization by 20% across global locations.
- **Operational Strategy:** Reduced operational costs by 12% transitioning towards global optimization.

Advance Innovation Group**SEP 2010 – JUL 2015****Managing Partner**

- Designed and delivered Six Sigma & LEAN training to 1500+ individuals, achieving a 95% satisfaction rate, mentored 150+ projects with a 90% completion rate, and developed impactful strategy that boosted enrollment by 25%.
- Led strategies that boosted operational efficiency by 20%, achieved a 98% client delivery rate elevated CSAT by 10%, and implemented SOPs reducing process errors by 15%. Additionally, identified three key markets to expand company reach by 18% and designed business metrics aligning 95% with company objectives.

PREVIOUS EXPERIENCE

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| • Manager, Quality Control – Unicon Investment Solutions Pvt. Ltd | APR 2010 – SEP 2010 |
| • Team Developer – Hewitt Associates | NOV 2009 – MAR 2010 |
| • Sr. Executive, Business Process Re-engineering - EXL Service.com (I) Pvt. Ltd. | MAY 2006 – NOV 2009 |
| • Computer Cell, DCIS – Civil Court | AUG 2002 – APR 2006 |

CERTIFICATIONS & TRAINING

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| Fundamentals of Dockers and Kubernetes | 2025 |
| Prompt Engineering Specialization (Vanderbilt University) | 2025 |
| Trustworthy Generative AI | 2025 |
| ChatGPT Advanced Data Analysis | 2025 |
| Trained PMP (Project Management Professional) (35 PDUs training) | 2018 |
| Certified LEAN Six Sigma Master Black Belt (TQM) | 2016 |
| ISO 9001:2008 LA Certification - MSIN, Noida | 2010 |

EDUCATION w

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| Executive Program in Leadership with AI IIM Visakhapatnam (<i>Pursuing</i>) | 2026 |
| PGP – BA/BI, Business Analytics and Business Intelligence GLIM/Illinois Tech Stuart School of Business (Joint) | 2018 |