

Taranveer Singh

Results-driven and seasoned professional with 8 years of combined experience as a Project Administrator and Workforce Management Officer. Proven expertise in leading and executing complex projects, optimizing processes, and ensuring organizational efficiency. Adept at strategic planning, cross-functional collaboration, and effective team leadership. Strong analytical and problem-solving skills with a keen eye for detail.

Visa: Visit visa valid until Feb 3, 2024.

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EDUCATION

2009: Bachelor of Management Studies
- Finance (Mumbai University)

2004: Higher Secondary
(Maharashtra Board)

2002: Senior Secondary
(Maharashtra Board)

KEY SKILLS

- Data Analysis
- Strong Analytical Skills
- Team Management
- Decision Making
- Task Prioritization
- Time Management
- Verbal Communication

CERTIFICATIONS

- Certified course in Python Programming
- Prompt engineering
- Proficient in MS Office applications
- Safe Scrum Master
- Advanced Excel
- Agile & Six Sigma

HOBBIES

- Cycling
- Running
- Listening Music
- Reading
- Cooking

PERSONAL DETAILS

- Address: Marina, Dubai
- D.O.B.: April 23, 1986
- Marital Status: Single

WORK HISTORY

Tata Consultancy Services

Current Role: Project Administrator

Mar 2019 – Till date

- Led the end-to-end planning, execution, and monitoring of strategic projects, resulting in a 20% increase in operational efficiency.
- Developed and maintained comprehensive project documentation, including project plans, timelines, and risk mitigation strategies.
- Conducted regular project status meetings, providing updates to senior management and stakeholders on project progress and key milestones.
- Managing and Coordinating communication between internal and external stakeholders.
- Maintain an organized filing system for documents and records.
- Drafting and editing correspondence, reports and other documents.
- Creating Contract and defining budget in system as per the agreement received.
- Ensuring documents meet organizational standards.
- Addressing and resolving routine administrative issues.
- Identifying and recommending process improvements.
- Ordering and managing office supplies.
- Preparing and distributing meeting agendas and minutes, arranging meeting logistics, including room setup and technology.
- Assisting with various administrative tasks as needed.
- Providing support to other team members or departments.
- Providing support for special projects and collaborating with team members to achieve project goals.
- Handling sensitive information with discretion and confidentiality.
- Independently plan, coordinate, organize, prioritize and manage workload - remaining cognizant of changing priorities and competing deadlines
- Creating Invoice and raising GPS for billing clients and making payments to Subcontractors
- Collaborate closely with the Manager to design and develop comprehensive analytical reports.
- Presented data-driven recommendations to senior management, contributing to strategic planning and performance improvement initiatives
- Analyzed and interpreted complex financial data to provide actionable insights for optimizing business processes and increasing revenue
- Prepare regular reports and dashboards to present key performance indicators related to operations

Role: WFM Analyst

Aug 2017 – Feb 2019

- Preparing productivity reports and sharing with clients.
- Preparing staffing plans as per demand forecasting.
- Making presentations and attending client calls.
- Monitoring RTA.
- Handling Capacity Plan.
- Ensuring accurate employee data is maintained on monthly basis.
- Activation and Deactivation of ID's.
- Handling Incident Management.
- Ensuring Client SLAs are met.
- Automating reports for better time efficiency
- Monitor and react to contact volume, absenteeism, operational factors.
- Completed Green belt by automating many reports which saved hours of manual task.
- Developed and maintained comprehensive dashboards and reports using Excel and SQL, enabling stakeholders to make informed decisions

- Collaborated with cross-functional teams to identify data requirements, gather specifications, and ensure data accuracy and consistency.
- Utilized SQL queries to extract and manipulate data from databases, enhancing the quality and reliability of reporting.
- Supported business heads and teams by providing ad-hoc data analysis and addressing BI needs

Role: Senior Process Associate (Senior Accountant) Jul 2015 – Jul 2017

- Handled team of 4 people, assist them with book keeping and solve their queries.
- Assign task to juniors based on work priorities and get it done before deadline.
- Review and finalize the books of US clients in QuickBooks.
- Posting all bank and credit card entries, reconciling accounts and matching balance with bank statement.
- Identifying and resolving any discrepancies.
- Creating and keeping track of invoices
- Applying payments to deposits as and when received.
- Recording bills and making payments online as per vendor terms.
- Recording monthly recurring Journal entries, Depreciation, Payroll, Sales tax. Reconciling payroll liabilities & loans every month.
- Reviewing books in detail by doing trend analysis and GL scrutiny.

Role: Senior Process Associate (MIS Executive) Jul 2012 – Jul 2015

- Handled allocation of work, daily MIS report and Efficiency Reports for the team.
- Helped Team Leader in preparation of handouts and refresher training materials.
- Helped in achieving team's monthly targets w.r.t Quality and Productivity.
- Mentored and trained new hires on process overview, system overview and process training.
- Created Process work flows and PPT for screens to understand new hires about the reports.
- Audited Accounts of Team Members before sending file to clients.
- Attended client calls for weekly review on process and coordinating with them for process updates.
- Ensured that the quality percentage is achieved as per client's requirements (SLA) by training new hires.
- Submitted Kaizen project by automating productivity reports.
- Prepared and presented monthly status report and portfolio growth reports to management & stakeholders, facilitating strategic decision-making

Role: Process Associate Mar 2010 – July 2012

- To identify if the account should be updated with Bankruptcy information.
- Update the Credit bureau information on the account.
- To cease communication and assign accounts to attorneys.

ICICI Bank

Role: Senior Executive Jul 2008 – Sep 2009

- Promoted from Credit card Department to HNI Department in July 2008
- Resolve all queries of HNI clients with regards to their banking needs
- Responsible for Handling the Escalated issues for customer grievance
- Looking in to the process service level on hourly basis
- Coordinate with the internal department to resolve customer issue
- Working as a buddy team leader for the process
- Achieved monthly targets w.r.t Quality and Productivity
- Promote / Sale various financial products like FDs, Insurance (Life and General), Loans

Role: Customer Care Executive May 2007 – Jul 2008

- Providing an information related to Credit card
- Handling the calls for the credit card processing
- Solving Customers Billing Queries, Billing dispute
- Provide service in regard with Card Blockage, Replacement, Reversal of Charges
- Promote / Sale various financial products like FDs, Insurance (Life and General), Loans