RASHMI SINGH

VP/Sr. Program Management Executive | US Citizen | Atlanta, GA (Open to Relocation)
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PROFESSIONAL SUMMARY

Visionary Program Leader, consistently delivering enterprise scale infrastructure, Analytics, AIOps, digital modernization, and strategic business growth initiatives for Fortune 100 clients at IBM. Seeking a Vice President/ Sr. Director role to leverage proven leadership and drive significant organizational impact. Expert at winning and delivering $50M+ programs, leading cross functional global teams, and driving operational excellence through innovation, governance, and stakeholder influence. Dedicated to creating high visibility impact aligned with strategic growth mandates.

EXECUTIVE SUMMARY

- More than 20 years of experience as a senior leader in program, project, and transformation management, with over a decade of full P&L accountability and national business development targets.
- Captured and led $3B+ in programs across infrastructure, cloud, AI/ML, and modernization delivering results for financial, healthcare, and enterprise sectors in the US East and nationwide.
- Known for building and retaining best-in-class, agile teams; spearheading operational turnarounds; and forging strong CxO/client relationships.
- Recognized for vision, critical thinking, strategy and hands-on execution that consistently achieves double digit revenue growth and award winning delivery outcomes.

SIGNATURE IMPACTS

- $22M Revenue Growth: Successfully launched and expanded the Modern Infrastructure practice, securing and renewing contracts exceeding $50M for global clients.
- $3B+ Program Portfolio: Achieved 95% on-time and 10% under-budget delivery of complex AI/ML migration and transformation initiatives.
- Cost & Cycle Optimization: Accelerated delivery time by 28%, reduced costs by over 15%, and maintained staff engagement at 98%.
- Client Success: Achieved 95%+ NPS/satisfaction across 60+ cross-functional programs, including the successful rescue and launch of multiple high risk implementations.
- Market Growth: Drove the creation of a new consulting practice, achieving multi million dollar revenues. Successfully authored and closed proposals with a 46% win rate.

CORE EXPERTISE

- Growth & Business Development Strategy, Program Governance & Portfolio Leadership
- Multi-Year, $50M+ Program Capture & Delivery
- Cloud/AI Modernization (AWS, AIOps, Enterprise Services)
- Financial/Healthcare/Retail Infrastructure, Cross-Functional Global Team Leadership

- Risk, Metrics, and Change Management, CxO Engagement & Customer Retention
- M&A Integration, Talent Scale Up, DEI Initiatives
- RFP/RFI/Contract Negotiation, Community & Board Engagement

EXPERIENCE

TRULY HUMAN CONSULTING (THC), Atlanta, GA
Senior Manager, Programs & Transformations | Feb 2025 – Present
- Boutique tech advisory, large scale transformation, and digital delivery practice (Clients: Fortune 100, FS/Healthcare/Retail)
- Orchestrated advisory and engagement strategies, securing $1M in subsequent revenue through cultivated C-suite alliances.
- Established a program assurance and rapid growth consulting division, contributing to the expansion of headcount by 25% in five months.
- Spearheaded the strategic development of client roadmaps for digital and AI driven transformations, yielding a 22%+ reduction in deployment times and a 42% decrease in Mean Time To Recovery (MTTR).
- Directed the successful implementation of AIOps, elevating SLA compliance to 96%.

KYNDRYL CONSULT (IBM Spin-off), Atlanta, GA
Associate Director, Program Management | Sep 2021 – Aug 2024
- Oversaw a global tech consulting division with $17B in revenue and 90K+ employees, operating with a national remit.
- Directed over $85M in programs across 8-10 simultaneous workstreams, achieving 95% on-time and under budget delivery.
- Pioneered cloud migration initiatives, including vendor selection and integration, resulting in $850K in annual savings.
- Engineered and deployed AIOps solutions at scale, encompassing event automation and predictive healing, reducing manual operations by 40%.
- Secured $35M in successful proposals and expanded the consulting team by 500% within two years.
- Orchestrated the turnaround of a struggling client program, accelerating delivery by 50% and decreasing change requests by 36%.

IBM, Atlanta, GA & Remote
Global Delivery Manager | May 2011 – Sep 2021
- Fortune 100; $60B revenue; US/regional/global operations
- Orchestrated $33M transformation (10 workstreams) for a national construction client, 18% ahead of schedule.
- Directed multi-project portfolio: 25+ concurrent projects, 0 budget overruns, 4.8/5 satisfaction.
- Drove firmwide program assurance, lifting success rate from 72% to 89%.
- Negotiated $8M vendor contracts (15% savings, 25% better SLAs).

- Successfully mentored over 80% of 15+ junior staff to promotion; spearheaded client steering and board reviews.
- Transformed challenging client account into $24M/3-year strategic partnership.

IBM, Multiple Locations
Roles: Delivery Manager, Project Manager | Aug 2000 – May 2011
Delivery Manager | July 2006 – May 2011
- Developed end to end process for establishing Global Delivery Centers, led multiple transitions to Global Delivery Centers saving 33% of the overall costs.
- Led the effort to implement Tivoli Compliance Insight Manager globally across US, EMEA and AP for multiple accounts thus automating security audits and compliance reporting, making it 32% faster and saving 28% of the overall costs.
- Led to win a $7M contract for Raytheon by successfully completing a test bed project of standing up a datacenter in a record time.
- Developed a Firewall solution strategy for a Distribution Sector client, leading to an additional $4M in network business.
- Discovered a gap in clients Disaster Recovery solution, and resolved it by collaborating with the client and internal team and developing a solution thus adding $3M to the revenue.

Delivery Manager | Security, Software Distribution Team Lead | August 2000 – June 2006
- Established services, developed and enhanced frameworks and led end to end delivery for the AMEX account Software Distribution team. AMEX was one of the biggest deals signed by IBM with a contract value of $4B.
- Led a team of 10 responsible for security vulnerability assessment and developing images and performing software distribution.
- Developed an automated framework for security vulnerability assessment and remediation which was implemented and adopted by 10 additional accounts increasing revenue by 50%.

EDUCATION
- M.S., Information Science: Indiana University, Bloomington, IN
- Post Graduate, pending (Nov '25): Artificial Intelligence & Machine Learning, University of Texas at Austin, McCombs
- Certifications: PMP (PMI), AWS Cloud Practitioner, ITIL V3, Professional Scrum Master I

BOARDS, MEMBERSHIPS & RECOGNITION
- Manager's Choice Award: Outstanding Transformation (On Time/Under Budget Delivery)
- Six Bravo Awards, incl. $8M Cloud Migration (2023)
- Multiple Team Excellence & Peer Awards (20+ nominations)
- Member: Project Management Institute, Women in Technology (WIT), Atlanta Technology Leaders
- Local Board Involvement: Community STEM Outreach
- ALT Leader, building community at AI Collective