

MEENAKSHI SINGH

Program, Portfolio & AI-Augmented Operations Leader

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PROFESSIONAL SUMMARY

Program and Portfolio Management professional with 20+ years of experience bringing process discipline and, increasingly, AI-augmented tooling to complex, people-heavy portfolios — from IT project/program governance to national mentor and expert networks. Combines a PMO and CMMI-grounded process background with hands-on experience building Streamlit dashboards, semantic-search matching tools, and LLM output evaluation frameworks. Lean Six Sigma Green Belt (KPMG).

CORE COMPETENCIES

Program / Portfolio / Project Management • Mentor & Expert Network Operations • Process Design & Governance • MSA / Contract & Invoice Management • Stakeholder & Partner Relationship Management

AI-Augmented Dashboards (Streamlit) & Reporting (Power BI, DAX) • Change Management • Lean Six Sigma • KPI Frameworks & Data Analytics • LLM Output Evaluation

PROFESSIONAL EXPERIENCE

Wadhvani Foundation — NEN Accelerate Program

Sr. Manager – Resource Network

Sep 2026 – Present • Remote

- Own onboarding of Experts, VPs, and Sprint Operators for the Accelerate Program, and map venture requirements to the right expert — the team's core mentor-venture matching function.
- Continue to build and evolve AI-enabled tooling for portfolio success, including the Portfolio Success Intelligence Dashboard (Streamlit) with RAG-based scoring.
- Continue to own the MSA and Invoicing processes for Expert Engagement end-to-end, managing the MSA/contract lifecycle (via Volody) and validating and processing invoices, coordinating with Legal, Program Heads, and Finance.

Partner Success Manager

Nov 2020 – Sep 2026 • Remote

AI-Augmented Tooling & Process Design

- Designed and built a Portfolio Success Intelligence Dashboard (Streamlit) with RAG-based scoring covering venture momentum and investment signals, venture- and portfolio-level NPS, hub-wise status, and mentor-wise insights — reading live from SharePoint via the Microsoft Graph API, and always cross-referencing notes, venture folder files, and common documents rather than relying on any single data source.
- Built a Mentor Search AI tool for mentor-venture matching, combining semantic search, a two-tier classification system (confirmed industry + operator-experience match vs. partial match), and a 10-point scoring rubric — replacing ad hoc, manual mentor selection with a repeatable, auditable process.
- Built a Mentor Pool Dashboard (Streamlit) tracking mentor status (High Performer, Hidden Gem, Needs Review, Dormant, Active) through structured, venture-attributed feedback analysis.
- Conducted structured gap analysis on a GPT-based agent's outputs against source transcripts, identifying systematic hallucination patterns — such as invented deadlines and fabricated deliverables — before those outputs reached mentors or ventures.
- Designed mentor-venture matching frameworks and standing rules (e.g., single-mentor-per-session ownership, exclusion criteria for conflicting profiles) and led data categorization work to standardize legacy expertise and industry taxonomies across the mentor platform.

- Designed operational processes, templates, and forms — including expert profile requests, feedback collection workflows, and RN onboarding forms — and validated their usability in practice.

Program & Partner Operations

- Lead the national Resource Network (RN) team, overseeing mentor/expert onboarding and program operations across seven hubs: Ahmedabad, Pune, Chennai, Bangalore, NCR/Delhi, Lucknow, and Mumbai.
- Own the end-to-end onboarding pipeline across six engagement types — Growth Workshops, VP Calls, Sprint Operator, Expert Connect, Service Provider, and Webinar Series; shortlist, vet, and match experts against program requirements, and maintain expert relationships on an ongoing basis.
- Own weekly Power BI reporting across WEI and Core/Select programs.
- Own the MSA and Invoicing processes for Expert Engagement end-to-end — designing and managing the MSA/contract lifecycle (via Volody) to get contracts drafted and signed by experts and service providers, and validating and processing their invoices, coordinating with Legal, Program Heads, and Finance through to completion.

PRIOR EXPERIENCE

Change Management Officer & PMO Head

Oct 2016 – Jul 2020

IT Department, Manufacturing Sector

Directed IT project and program governance for Roquette India's manufacturing operations, building the organization's PMO function from the ground up within an IT-department context supporting plant/manufacturing systems.

- Designed and built a Project Budget Management Tool to auto-calculate the CAPEX and OPEX components of project budgets for the Controlling Department.
- Designed a Resource Management Tool to manage and track all digital resources across the portfolio.
- Improved and implemented major PMO processes across the organization, spanning Demand Management, Resource Management, and Portfolio Management.
- Initiated a Quarterly PMO Report providing overall portfolio-level visibility to leadership.
- Served as a Software Engineering Process Group (SEPG) member, designing and optimizing organizational processes to align with CMMI standards, and as an Appraisal Team Member (ATM) during CMMI appraisal audits.
- Designed predictive models for the HR team to forecast expected monthly cost.
- Managed non-billable resources across the organization, analyzing their contribution at both the organizational and departmental level in terms of cost and utilization.
- Categorized clients into segments to support structured sales target-setting.
- Handled process management, internal audits, RFP responses, technical writing, and marketing content such as case studies and presentations.
- Earned Lean Six Sigma Green Belt certification (KPMG) during this period.

Team Lead – Business Analysis

Jan 2006 – Oct 2016

Cygnat Infotech Pvt. Ltd.

- Led a team of 8 Business Analysts responsible for understanding client business processes slated for digitization and translating them into technical requirements — bridging business and engineering teams across the project lifecycle.
- Monitored CMMI process adherence for the team and ensured members held the SEI-authorized “Introduction to CMMI” training certificate.
- Mentored and trained new team members on process, protocol, and the entire project life cycle; organized and participated in weekly meetings to build industry knowledge.
- Analyzed client businesses and software requirements; drafted functional requirements and preliminary prototypes with user-friendly interfaces and clean layouts for client acceptance.

- Performed initial user testing to confirm applications fit the full scope and all required functions, and evaluated critical requirements to drive timely, satisfactory delivery.
- Coordinated between clients and developers, communicating requirements to the development team and verifying that the application behaved as required.
- Partnered with senior management to retain, motivate, and build a high-performance team, and helped develop bonus, perks, and incentive plans.

Early Career Role

Aug 2005 – Jan 2006

Scan Point Graphics

- Foundational role early in career, prior to transition into PMO and business analysis functions.

EDUCATION

- Master of Computer Applications (MCA) — Chaudhari Technical Institute, Gandhinagar, Gujarat (2005)
- B.Sc. Physics — M.G. Science College, Ahmedabad, Gujarat (2002)

CERTIFICATIONS

- Lean Six Sigma Green Belt — KPMG