LAKSHMI KALYANI CHINTHALA

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PROFESSIONAL SUMMARY

Strategic and results-oriented Program Manager with over 7 years of diverse experience across technology, biotech, banking, and environmental sectors. Proven ability to lead cross-functional teams, drive multimillion-dollar projects, and align business objectives with innovative solutions. Expertise spans strategic planning, business process optimization, infrastructure management, fraud detection, and sales operations. Known for a data-driven approach, strong stakeholder engagement, and the ability to deliver measurable outcomes in dynamic, fast-paced environments. Passionate about latest analytics and emerging technologies to drive operational efficiency, business growth, and sustainable impact.

EDUCATION

Master of Science: Business Analytics, Expected in 08/2025

Golden Gate University - San Francisco, CA

Master of Science: Environmental Science, 04/2011

Andhra University - Vishakapatnam, India

ACCOMPLISHMENTS

- Top performer in Business Process Optimization: Achieved a 30% increase in project completion rates, recognized as a top performer in business process Optimization
- Award for excellence in Strategic Planning: Received company wide recognition for outstanding performance in strategic planning, influencing significant budget reallocations.

SKILLS

Strategic & Program Management

- Strategic Planning & Business Modeling
- Agile Project Management & Execution
- Cross-functional Team Leadership

Business & Analytics

- Business Process Optimization (BPO)
- Customer Value Optimization (CVO)
- Business Development & Sales Enablement

- Risk Management & Resource Optimization
- Stakeholder & Government Engagement
- Market Trend Analysis & Financial Modeling
- Supply Chain Strategy & Operations

Technology & Digital Transformation

- IT Infrastructure & Network Management
- Salesforce CRM & API Integration
- Fraud Detection Systems & Analytics
- Digital Transformation Strategy
- Blockchain Applications in Business
- Cryptocurrency Ecosystem & Risk Analysis

Data Science & Analytics Tools

- Business Analytics & Predictive Modeling
- Data-Driven Decision Making
- AI-Powered Business Intelligence (BI)
- Computer Vision for Smart Systems
- Tools: MS Excel (Advanced), Power BI, Tableau, Python (basic), SQL (basic)

Sustainability & Innovation

- Green Business Strategy & Circular Economy
- ESG Implementation & Impact Assessment
- Environmental Microbiology & Biotech
- Smart Waste Management Systems
- Nanotechnology in Healthcare & Agriculture

Research & Scientific Communication

- Academic Writing & Peer-Reviewed Publishing
- Literature Review & Thematic Analysis
- Research Design (Quantitative & Qualitative)
- Interdisciplinary Collaboration
- Public Speaking & Conference Presentation

WORK HISTORY

Strategic Planning Program Manager, 11/2020 - 08/2023

Ujwal Enviro Labs – Hyderabad, India

- Led a team of 10 in developing integrated solutions across various IT initiatives, improving operational efficiency by 20%
- Managed the successful delivery of a $2.5 M IT infrastructure project without requiring additional funding or extensions
- Improved project completion rates by 30% through the adoption of agile methodologies and enhanced team coordination
- Spearheaded the creation of a strategic investment plan that channeled $4 M towards emerging technologies
- Fostered relationships with senior government officials, resulting in a 30% improvement in stakeholder engagement and satisfaction
- Oversaw a team that delivered robust IT solutions on-time, facilitating a 50% improvement in service adoption rates

Program Manager Sales & Business Development, 09/2017 - 10/2020

Ingaran Biotech Pvt Ltd – Hyderabad, India

- Increased sales by 15% between 2018 and 2019 following a targeted activation campaign and a real-time analysis of post-purchase client behavior
- Using a CRM archived data, tracked down old prospects and gained $2 M in new business over 6 months
- Developed strategic partnerships with the supply chain of 3 top local retail and pharmaceutical companies
- First year sales of $3 M doubled in the next year as a direct result of demonstrating the value of the new CBO software as opposed to the competitors' project to rebuild
- Managed a portfolio size of $2.5 M for over assigned 75+ high net worth clients: providing them full range of infrastructure services.

Fraud Detection Program Manager , 08/2016 - 09/2017

HSBC India Pvt Ltd – Hyderabad, India

- Conducted detailed investigations of over 200 potentially fraudulent claims, surpassing the annual target by 15%.
- Served as an interim team lead, successfully directing 3 high stake investigation projects that recovered $600k in total.
- Formulated over 10 liaison relationships which resulted in a 40% increase in case identification and facilitated smoother investigations.
- Pioneered an advanced data analytics program that increased fraud detection by 25% and streamlined investigative efficiency.

Senior Strategic Account Manager , 07/2014 - 08/2016

Accenture India PVT LTD – Banglore, India

- Managed and nurtured relationships with 5 top-tier accounts, facilitating discussions that increased account profitability by 15% within a year.
- Spearheaded the expansion of the 340B program within key accounts which to a 20% growth in revenue.
- Designed and executed innovative support strategies, which played a pivotal role in achieving organizational goals.
- Drove the assimilation and application of new program information, leading to a 5% increase in compliance across managed accounts.

Senior Sales Support Analyst, 09/2012 - 04/2015

Dell International Services India PVT LTD – Hyderabad, India

- Collaborated with sales teams to achieve a record breaking quarterly revenue of $800k.

- Developed custom technical solutions for high-profile clients that enhanced operational efficiency by 30%.
- Crafted and presented compelling product demos to audiences of 50+ attendees.
- Resolved complex customer requirements by designing fit-for-purpose ESG technologies.
- Facilitated the adaptation of sustainability software, contributing to a 20% reduction in clients carbon footprints.

CERTIFICATIONS

- Google ads certification- Google
- Customer Value Optimization Specialist - Digital Marketer

CERTIFICATIONS

Chinthala, L. K. (2021). Future of supply chains: Trends in automation, globalization, and sustainability. International Journal of Scientific Research & Engineering Trends, 7(6), 1-10.

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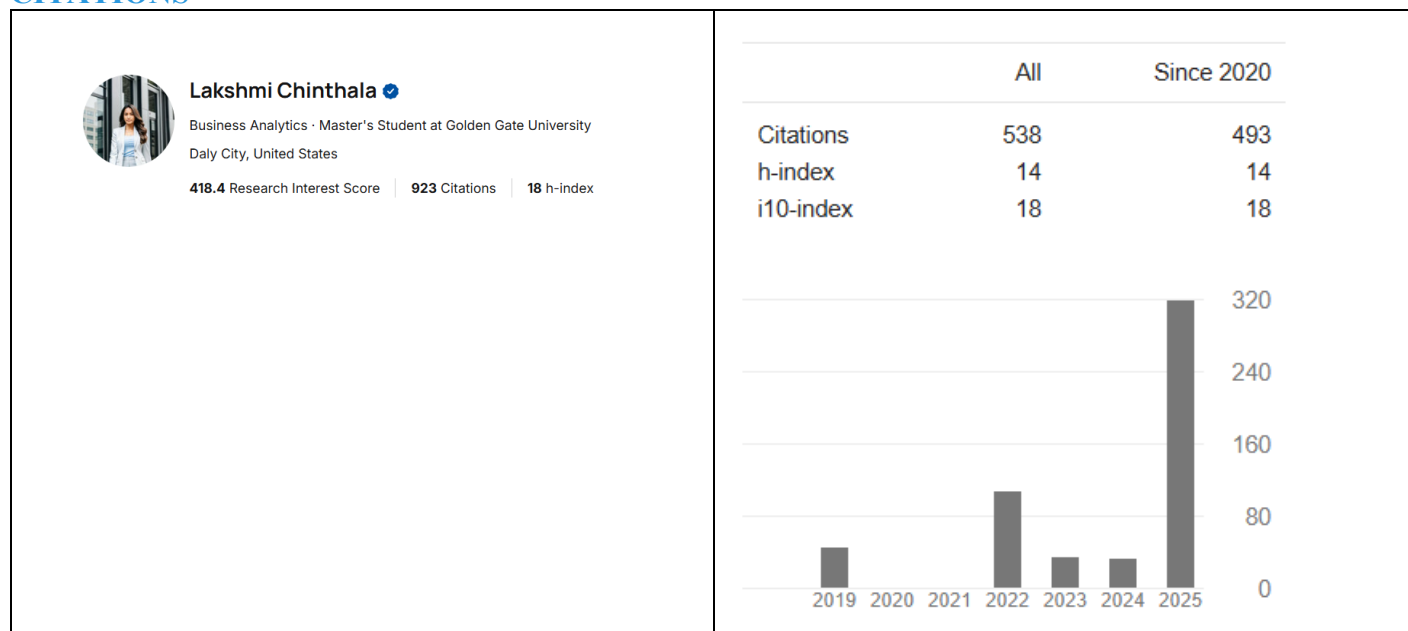
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CITATIONS*

Lakshmi Chinthala ✓
Business Analytics · Master's Student at Golden Gate University
Daly City, United States

418.4 Research Interest Score | **923** Citations | **18** h-index

	All	Since 2020
Citations	538	493
h-index	14	14
i10-index	18	18

NOTE: *The citations are subjected to increase, the above provided information is based on 23.06.2025

LANGUAGES

English
Full Professional

Telugu
Native or Bilingual

Hindi
Full Professional

ALL THE INFORMATION PROVIDED ABOVE IS TRUE AND BEST OF MY KNOWLEDGE

-   **LAKSHMI KALYANI CHINTHALA**