Ksheera Rangarajan

+65 8934 - 1716 | ksheera.rangarajan@gmail.com | LinkedIn

EDUCATION

ESSEC BUSINESS SCHOOL **Singapore**

Advanced Master in Strategy and Management of International Business 2023 – Present

Scholarship For Academic Excellence Recipient
Grade Point Average: 16.8/20

SASTRA UNIVERSITY **India**

Bachelor of Technology in Information Technology 2016 – 2020

WORK EXPERIENCE

STRATNGO, Strategy & Operations Consulting Company for NGOs **Singapore**

Chief of Staff, Reported to the Founder 2023 – Present

- Led high-impact strategic growth initiatives and oversaw the recruitment of a 30-member team to drive the company's expansion from France to Singapore. Secured partnerships with NGOs and universities to accelerate sustainable social impact.
- Directed the development and execution of strategic business plans and financial projections to align organizational goals with fundraising opportunities, driving sustainable growth and ensuring delivery excellence across global initiatives.
- Established and streamlined internal process documentation across key operational areas, including consulting project phases, treasury management, employee onboarding, and business development, ensuring consistency and scalability across the organization.
- Drove the implementation of comprehensive brand development strategies, strengthening client relationship management and expanding the client base by 20%, significantly enhancing Stratngo's market presence.

GOOGLE **India**

Corporate Operations Engineer, Reported to Country Manager 2020 – 2023

Core Management with the Internal Services Delivery Team:

- Led a 20-member team to develop and implement comprehensive business continuity plans. Strategically devised and executed initiatives across workforce management, operational tools, and service desk technologies, ensuring seamless operational resilience and continuity.
- Achieved a 27% enhancement in global incident detection and a 56% reduction in resolution time by managing a team of 8 to develop advanced machine learning analyses on device logs, improving early identification of issues in the device fleet.
- Launched an internship and mentorship program to create opportunities for underrepresented communities, successfully integrating 4 IT interns and 3 apprentices. This initiative expanded team capacity and established a sustainable recruitment system for developing future talent.
- Optimized service objectives by 37% through a human-centered redesign of the engineer scheduling process, leveraging data-driven insights from traffic pattern analysis to maximize efficiency and streamline resource allocation.
- Attained a 16% improvement in customer satisfaction by implementing a quality assurance matrix and conducting weekly blame-free reviews, while overseeing the capacity and quality assurance of a 50-member IT helpdesk team in India.
- Enhanced data security for 300,000 Googlers by safeguarding SPII/PII across 4 million support tickets, identifying and protecting public service channels to prevent unauthorized access, and ensuring compliance with Google's anonymization guidelines.

Engineering Projects:

- Mitigated a critical vulnerability in 300 GCP service accounts with improper permissions, exposing PII. Led the remediation process, collaborating with the EIP Cloud team to establish exception handling, enhancing security and compliance.
- Addressed a critical Access Control List vulnerability granting all-access to 10,000 sensitive production jobs. Drove security-driven discussions to define scope, identify dependencies, and develop remediation strategies.
- Coordinated as an on-call Incident Manager for company-wide outages, conducting investigations, escalating issues, and coordinating with teams for swift resolution and recovery. Ensured clear communication with stakeholders, conducted business impact analysis, and reviews for continuous improvement.
- Designed and developed active monitoring dashboards using BigQuery and GoogleSQL to track and alert on operational excellence metrics, including customer satisfaction, time to resolution, and SLO adherence, enhancing overall service performance.
- Performed in-depth root cause analyses, resolving 6,800 workflow-disrupting systemic issues across MacOS, ChromeOS and internal applications. Achieved a 97% resolution rate, enhancing system performance and boosting user productivity.

Community Projects:
- Directed the development of a 500+ article knowledge hub for Google's GRC, driving strategic optimization of the compliance lifecycle across diverse product areas within Alphabet and enhancing cross-functional risk management efficiency.
- Championed global initiatives to elevate accessibility education in alignment with Google's mission, overseeing a team of 60 in scoping and executing learning management system requirements, developing comprehensive courses, and managing vendor partnerships.

CERTIFICATIONS

ITIL V4 Foundation | PeopleCert and Axelos **2025**
Certified Risk Professional based on ISO 31000:2018 | British Standards Institute **2022**
Associate Business Continuity Professional | DRI International **2021**
Certified Associate Project Management | PMI Org **2021**
ISO 27701, Lead Implementer | British Standards Institute **2021**
ISO 27001, Lead Auditor | British Standards Institute **2020**

ACTIVITIES & INTERESTS

- **Strategy Consultant,** represented ESSEC to Newcastle University, assessing the market potential for refurbishing car batteries and extending life cycle to enhance sustainability in Singapore.
- **Strategy Teaching Assistant**, designed strategy course content and relevant case studies for master's students.
- **Lean In Org**, Organized and managed events and workshops focused on empowering women in leadership, and professional growth by collaborating with industry leaders, sponsors, and volunteers to secure resources, speakers, and venues, significantly enhancing the quality and reach of events.
- **Student Ambassador**, organized recruitment events, and collaborated with the marketing team to create compelling content on social media.
- **Languages** – English (Advanced), Spanish (Intermediate), French (Beginner), Hindi (Intermediate), and Tamil (Advanced).