

Vimal Kumar Singh | Strategic Business Transformation & AI Leader

Ex-Banking Deputy Vice President & Amazon Senior Program Manager | 16+ Years Experience

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Executive Profile

Business Transformation Leader with a 16-years of experience across **Banking (Deputy VP)** and **Big Tech (Amazon Sr. PM)**. Expert at using AI and data automation to cut costs, increase revenue, and fix underperforming business units. Proven track record of managing multi-million-dollar portfolios and leading teams of over 100 people to deliver high-stakes financial results.

Professional Experience

[Amazon, US – Sr. Program Manager \(WW FBA Strategy & Consulting\) | Oct-24 – Present](#)

Strategic architect for WW FBA Leadership; directing multi-billion dollar investment pivots and AI ecosystems.

- **Business Turnaround:** Led a deep-dive into underperforming European business units and created a recovery plan with a **\$1.7B investment** to regain market share.
- **P&L Optimization & Unit Economics (\$1.3B Entitlement):** Engineered a transition framework shifting non-profitable 1P selection to a scalable 3P model; balanced financial gains with churn mitigation through strategically designed interventions.
- **Global Decision Intelligence (HVE Framework):** Launched a "One-Stop-Shop" framework for WW High-Value Event metrics using Agentic workflows to provide WW leadership a real-time command center for peak-cycle business health.

[Amazon, India – Sr. Program Manager \(Seller Verification- Registration & Compliance\) | Apr-22 – Oct-24](#)

Accelerated promotion from PMII to Senior PM (Program Owner) for excellence in strategic security and process-automation.

- **AI Automation:** Launched an AI-driven "Zero-Touch" verification system, replacing slow manual tasks to reach 85% efficiency and **\$13M in yearly savings**.
- **Risk & Fraud Prevention:** Managed a strategy to stop "Bad Actors," using data logic to reduce annual bad debt by **\$11M**.
- **Executive Planning:** Led global business reviews (WBR/MBR) and financial planning (OP) to ensure programs stayed on budget and hit growth targets.
- **Owned & Led** global roadmap for Registration & Compliance, serving as the single threaded owner for mission-critical identity projects. Led a high-performing team to deliver global scale in high-ambiguity environments.

[ICICI Bank & Axis Bank – Deputy Vice President \(Project Management & Corporate Banking\) | May-14 – Jan-22](#)

- **Strategic Risk & Financial Stewardship:** Managed a \$240M+ high-value income portfolio while directing complex financial risk assessments, including comprehensive Balance Sheet Analysis and P&L stress testing for mid-to-large cap MNCs.
- **CXO Advisory & Deal Orchestration:** Functioned as the primary strategic partner to corporate treasuries and CFOs, navigating credit lifecycle risks and orchestrating financial frameworks for \$720M+ in quantitative facility structuring.
- **Launched Bank level Credit Product (Annualized \$20M Revenue Gain):** Launched simplified Credit Onboarding Framework Product for the MNC clients enabling seamless onboarding of 700+ MNC Corporates (+\$20M annualized revenue).
- **MNC Portfolio Growth:** Spearheaded Business Development for the MNC (Global Subsidiaries) and Large Corporates, specializing in structured Corporate & Project finance including all line of credits (short & long term).
- **Complex Project Delivery:** Led the transition of 80% of corporate clients to digital platforms, coordinating efforts across Product and Technology teams to achieve a 160% ROI increase.
- **Career Velocity:** Achieved 5 Merit-Based Promotions from Deputy Manager to Chief Manager within 11 years in ICICI Bank

[ICICI Bank | Deputy Manager – Wealth Banking & Retail Operations Feb 2011 – May 2014](#)

- **Wealth Banking Captive Center Architect:** Strategically led the creation of the Wealth Banking Unit, specifically designed to service the highest-contributing retail segments. Engineered a **unified omnichannel platform** where complex HNW queries were resolved by a single, multiskilled associates, improving **FCR, Focus Score (NPS)** with customer delight.
- Directed high-impact Service to Sale product monetization programs including **PLCC, Credit Card EMI products, and Retail Credit integration**, transforming a service cost-center into a proactive sales-enablement engine.
- **Large-Scale People Leadership:** Led a team of **100+ associates** handling exclusive Wealth Banking operations. Managed the performance, training, and strategic output of a high-volume unit focused on the bank's most valuable retail clients

Education

MBA in Finance & Banking – NIIT University (2014 – 2016). *[Prestigious ICICI Leadership MBA with highly selective placement.]*

Bachelor of Science (Hons) – University of Delhi, India (2006-2009)

Certified Black Belt & Six Sigma (Anexas): 2024