

SAHAB SINGH

Senior Project Manager | Operations & Service Delivery Expert

Contact

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Profile-Summary

Over 20 years of experience leading operations and service delivery across industries such as US mortgage operations and global travel services. Proficient in project management, cross-functional team leadership, and client relations, with a strong focus on driving business growth, operational efficiency, and strategic alignment. Skilled in vendor management, financial oversight, and risk compliance to enhance service quality and client satisfaction.

Core Skills

- **Project Management**
 - **Client Relations & Negotiation**
 - **Operational Efficiency & Process Improvement**
 - **Cross-functional Team Leadership**
 - **Budgeting & Financial Management**
 - **Risk & Compliance Management**
 - **Vendor Management**
 - **Service Delivery Optimization**
 - **Tools:** Microsoft Power BI, Basic SQL, Basic Python
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Professional Experience

Senior Project Manager

Fusion Tourism Pvt Ltd, Delhi, India

Nov 2024 – Present

- Directing high-impact travel and tourism projects, ensuring timely delivery and quality service.
- Leading interactions and negotiations with vendors, hotels, airlines, and transport teams to achieve competitive pricing and high service standards.
- Optimizing operational workflows and resource allocation to improve project delivery and client satisfaction.
- Implementing risk management strategies, focusing on compliance and process audits.

Key Achievements

- Increased vendor partnerships by negotiating favorable contracts, leading to a 20% cost reduction.
 - Enhanced service delivery through strong vendor relationships, resulting in a 10% increase in client retention.
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Process Manager

Trip Factory (powered by ORN Vacations Pvt Ltd), Gurugram, India

Nov 2022 – Oct 2024

- Managed B2C and B2B travel operations, ensuring adherence to SLAs and excellent client service.
- Led a team of travel experts, focusing on talent development, client satisfaction, and service delivery improvements.
- Oversaw vendor management to ensure competitive pricing and service excellence.

Key Achievements

- Refined operational processes, resulting in a 15% increase in customer retention.
 - Reduced operational costs by 10% through effective vendor negotiations and budget management.
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Manager of Operations

Flyhomes Residential India Pvt Ltd, Delhi, India

Aug 2021 – Nov 2022

- Led the Secondary Marketing and Lock Desk Team, ensuring efficient support and best rate options for Loan Officers.
- Managed rate lock requests, including new lock entries, extensions, profile changes, and cancellations to meet client needs and operational timelines.
- Assisted Underwriters (UW) by providing necessary documents and data through Encompass to facilitate accurate and timely loan processing.
- Coordinated with operations teams—including Loan Officers, Processors, Underwriters, Closers, Post-Closers, and Settlement Agents—to ensure the smooth and timely closure of loans.
- Supported the Post-Closing team in meeting post-purchase compliance and investor requirements, contributing to regulatory adherence and streamlined loan lifecycle management.

Key Achievements

- Reduced issue resolution time by 20%.
 - Improved service ratings by 12% through client satisfaction-focused initiatives.
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Manager Operations (LockDesk and Secondary Market)

Leader Document Processing Pvt Ltd, Gurgaon, India

Aug 2014 – Jul 2021

- Directed the Secondary Marketing and Lock Desk Team, providing Loan Officers with optimal rate options to enhance client offerings.
- Efficiently processed rate lock requests, managing extensions, profile adjustments, and cancellations to align with client objectives and compliance standards.
- Actively supported Underwriters by delivering essential documents and data in Encompass, expediting the underwriting process.
- Collaborated closely with the operations team, including Loan Officers, Processors, Underwriters, Closers, Post-Closers, and Settlement Agents, to facilitate timely and successful loan closures.
- Assisted the Post-Closing team by addressing post-purchase compliance and investor requirements, ensuring alignment with regulatory guidelines and investor expectations.

Key Achievements

- Improved client outcomes by 15% through streamlined mortgage processes.
 - Consistently exceeded performance benchmarks through effective team leadership.
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Education

Delhi University

BA Hons in Political Science