Divya Vardha
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Data Governance Director
Enhance Business Value for Better Decision-Making with Trusted and Better-Quality Data

Respectful, empathetic, and mature leader with 11 years of experience, who listens to all inputs and makes choices based on best possible outcomes. Understand concepts quickly and collaborate with team to design proposition for any new processes. Think creatively to foresee any possible issues and provide solutions. Foster relationships by understanding people's strengths, motivating and educating every individual to reach full potential. Areas of Expertise:

Strategy Builder | Tactical Solutioning | Data Management | Data Governance | Data Quality Improvement

Framework Building | Data Privacy and Regulations | Data Engineering | Data Lineage | Reporting Analytics

Experience

METLIFE, Chicago, IL   July 2022 - July 2023

Director, Enterprise Data Governance
Led newly developed data governance (DG) team of 4 onshore and offshore members for biggest line of business (LOB) in the USA, with 50M customers and 20 product groups. Created framework and operating model and worked with business, technology, data, and reporting teams to ensure data was governed globally end to end.

- Operationalized framework for over 20 applications and identified 1K critical data elements (CDE) and over 500 data quality (DQ) rules, ensuring accountability, auditability, security, and compliance for data created or used inside and outside organization.
- Strategized and designed enterprise-level processes for customer address update through Informatica and LexisNexis, DQ remediation, enterprise data catalog (Collibra), and US Consumer Data Privacy (USCDP) for 10 core applications from lens of technical or business user's needs for any product.
- Educated over 100 stakeholders at all levels within US and internationally, showcasing importance of DG and its business value by giving users visibility to data transformation.

FLEXPORT, San Francisco, CA; Chicago, IL   June 2021 - June 2022

Senior Manager, Data Governance
Led newly-created data security and governance (DSG) program. Built program from inception to implementation, and established DG as integral foundational corporate process.

- Established DG framework by creating organization to oversee data ownership and stewardship program by defining responsibility and accountability in key functional areas.
- Created strategic, operational, and tactical (SOT) process for Global IT, ensuring smooth onboarding process for 20 teams of data owners and stewards to be inducted into DSG program, leading to functional accountability of data.
- Designed strategy for data privacy & security process to onboard all existing and new services to comply with DG and company standards & policies, and privacy laws. Onboarding 5 external service providers successfully using the new processes including security, risk assessments, compliance, access rights, implementation, and data sharing agreements.
- Developed new policies and procedures for data classification and handling standards, improving classification of sensitive data from end to end with security and access controls using Relyance tool.
- Conducted stress test on new standards for sustainability and efficiency in collaboration with engineering, product, and analytics teams.

RYERSON, Chicago, IL   May 2018 - May 2021

MDM COE Lead
Led data governance and management program by strategizing, developing, and managing work with different business groups and IT members using industry's best practices and standards. Reviewed existing processes and workflows of over 20 different plants to understand data gaps and inefficiencies specifically for master data (customer and materials).

RYERSON (Continued)

- Conducted data strategy and architecture sessions with 5 business groups to build data governance framework (DGF), standardizing data definitions, usage, security, lineage, and organizational impact.
- Created new data stewardship council, universal data entry forms for collecting customer data, standardized company-wide approval workflows and infrastructure for data entry points, reducing approval time from 8 to 2 days.
- Collaborated with business groups to develop deduplication and standardization processes with DGF as foundation in Alteryx and Power BI for applications such as SAP Ariba, OTM, and Virtual Warehouse, improving data findings and quality.

ACCENTURE, Chicago, IL   January 2015 - August 2017

Digital Business Integration Consultant
Representative Clients:

Manufacturing: Led data integration for Teradata ETL development project, and coordinated overall cutover and pre-production release activities with offshore / onshore teams. Acted as BI functional lead for universe mapping sessions between business and technical teams to reconstruct client's in-house built data warehouse, feeding new commercial platform.

Satellite and Tele-Communications: Designed end-to-end process and designed customer and vendor data objects. Created conceptual and logical customer data model, supporting and unifying customer data organization wide. Validated against industry's best practices for client's future implementation of data governance to increase market share and value.

Distribution: Served as ETL developer to design reusable and modifiable solution to measure data quality for all objects in every process area for business users and leadership. Provided metrics on data validity, data counts, and costing for each object, helping business make decisions on all release cycles.

APPLIED INDUSTRIAL TECHNOLOGIES, Cleveland, OH   February 2013 - December 2014

SAP Data Analyst
Played key role in organizing and coordinating detailed project plan for US SAP ERP implementation project. Created design documents, developed ETL transformation, harmonized and validated master and transactional data objects, and conducted post-migration validation procedures. Supported business needs by helping users interpret data and creating new reports after subsequent deployments.

Education
- **Bachelor of Business Administration (BBA)**, Major: Management Information Systems, The University of Akron, Akron, OH

Software Skills
- Coding Language: SQL
- Microsoft Professional Suite: Excel, Word, PowerPoint, Access
- SAP: Data Services (BODS), ECC
- Data Governance: Collibra (Data Steward Certified), Informatica
- Data Visualization: Alteryx, Power BI
- Data Privacy: One Trust, Relyance.AI

Other Information
- Multilingual: Fluent in Telugu, Hindi, English, Tamil, and Spanish
- Citizenship: USA