



RAKSHITH SHETTY

SENIOR ASSOCIATE

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CERTIFICATION

- **PMP - Project Management Professional**
- Ironclad - Implementation Ready
- Ironclad CLM Contract Owner
- Ironclad CLM Core Administration
- Ironclad Partner Bootcamp Qualification
- Ironclad Verified Partner Consultant
- DocuSign CLM Implementation Consultant (Capstone Project)
- DocuSign CLM Implementation Consultant (Capstone Project – Salesforce)
- DocuSign Agreement Cloud Specialist
- DocuSign CLM Workflow Specialist
- DocuSign eSignature Administration Specialist
- DocuSign eSignature Template Specialist
- DocuSign eSignature API Specialist
- DocuSign eSignature for Salesforce Specialist
- DocuSign Organization Management

PROFILE

A dedicated and passionate professional with over 9 years of corporate experience, specializing in Contract Lifecycle Management (CLM) systems, E-discovery, and project management. Proven expertise in troubleshooting, problem-solving, and process improvement, with a strong focus on delivering exceptional support services. Adept at leading full lifecycle implementation projects, providing post-implementation support, and developing custom solutions tailored to client needs. PMP-certified with a strong background in project planning, execution, and stakeholder management.

WORK EXPERIENCE

Senior Associate – PMO Developer, Morae Global, Bangalore (March 2022 - Present)

- **Strategic Planning and Integration Leadership:**
Directed end-to-end integration of Ironclad with Salesforce, overseeing smart field mappings, workflow configurations, and Apex/Flow automation. Developed detailed project plans to ensure seamless contract lifecycle management across legal, procurement, and sales functions.
- **Client Engagement and Solution Design:**
Acted as the primary liaison between business stakeholders and technical teams. Led discovery workshops, gathered requirements, translated business needs into scalable Ironclad solutions, and presented system design proposals to clients for approval.
- **Resource Management and Team Development:**
Collaborated across cross-functional teams including Legal, IT, and Sales Ops. Mentored junior team members on Ironclad configuration best practices, Salesforce integration techniques, and workflow automation strategies, enhancing overall team capability.
- **Continuous Improvement and Innovation:**
Proactively identified process gaps and led initiatives to optimize contract workflows, improve user adoption, and drive operational efficiency through system enhancements and integration refinement.
- **Solution Design and Business Analysis:**
Conducted deep-dive discovery sessions with client stakeholders to gather and analyze CLM requirements. Developed proposals outlining system enhancements, integration blueprints, and risk mitigation strategies, ensuring clients had clear visibility into solution feasibility and benefits.

Specialist

- DocuSign eSignature Implementation Consultant
- DocuSign Guided Forms Specialist
- DocuSign Insight Administration
- DocuSign CLM Architect
- Onit Level 1 - Aptitude Track (Aptitude Developer Lane)
- Onit Level 1 - ELM Track (Aptitude Developer Lane)
- Agiloft (Self-Paced) CLM Implementation
- Agiloft CLM Implementation Certification: Introduction (CERT101)
- Agiloft CLM Implementation Certification: Fundamentals (CERT102)
- Agiloft CLM Implementation Certification: Configuration (CERT103)
- Agiloft CLM Implementation Certification: Design (CERT104)
- Agiloft Introduction to Agiloft University (PART101)

SKILLS:

- Contract Lifecycle Management (CLM) Implementation
- E-discovery Tools: Relativity, Viewpoint
- Project Management (PMP Certified)
- Analytics and Reporting
- People Management & Team Leadership
- Clear Written and Verbal Communication
- Time Management & Problem Solving
- Flexibility, Adaptability & Self-Motivation
- Interpersonal Skills & Teamwork

- **Data Analysis & Reporting:**
Built contract performance dashboards using Power BI, Salesforce Reports, and Excel to monitor workflow metrics, turnaround times, and process compliance.
- **Project Ownership & Stakeholder Engagement:**
Owned delivery of CLM projects from kickoff to deployment. Provided regular updates to senior leadership and coordinated with IT, Compliance, and Legal teams to ensure alignment and risk mitigation.
- Delivered training programs and end-user support to enhance the adoption of WFM, CLM, and digital tools.

Senior Customer Service Executive, Teleperformance, Mumbai (Feb 2020 – Jul 2021)

- **Regulatory Compliance & Risk Mitigation:** Managed banking fraud detection processes, ensuring adherence to financial compliance standards.
- **Stakeholder & Customer Communication:** Handled UK banking clients, providing account management support and resolving complex financial queries with strict adherence to service-level agreements (SLAs).
- Detection of banking frauds.
- Providing customers with their bank statements and account balance details.
- Troubleshooting and analyzing the situation before raising a fraud or merchant dispute.
- Handling UK customers query related to their Current and Saving account via chat.

Senior PMO Lead, Clutch Group, Bangalore (Jun 2015 – Feb 2020)

PMO Governance and Portfolio Oversight:

Led the strategic delivery of enterprise-wide legal and compliance initiatives for Fortune 100/500 clients and global law firms. Oversaw program governance, milestone tracking, risk management, and performance reporting across a portfolio of contract lifecycle and compliance projects.

- **Project Leadership and Program Delivery:**
Led large-scale contract management and compliance projects for Fortune 100/500 clients and global law firms. Oversaw project initiation, planning, execution, and closure phases, ensuring alignment with client objectives, budget, and timeline.
- **Cross-Functional Collaboration and Stakeholder Management:**
Collaborated closely with Legal, Procurement, Sales, and Compliance teams to gather requirements, mitigate risks, and adapt project deliverables to evolving business needs. Drove consensus-building during requirement gathering, UAT testing, and rollout phases.
- **Risk Management and Governance Reporting:**
Developed governance dashboards tracking workflow statuses, user adoption, SLA adherence, and approval bottlenecks using tools like Ironclad, Jira, Salesforce, and Power BI. Proactively identified risks and designed mitigation strategies to ensure project success.
- **Data-Driven Contract and Project Analytics:**
Built actionable analytics and KPIs to monitor contract lifecycle metrics (cycle times, volume, bottlenecks) and project performance (on-time delivery, scope adherence). Provided leadership with clear reporting to drive continuous process improvement.
- **Stakeholder Reporting & Risk Controls:** Developed comprehensive reports and dashboards to track project milestones, team productivity, and compliance risks, ensuring alignment with enterprise governance objectives. Utilized project management tools and metrics to ensure projects remained on schedule, within scope and met defined success criteria.

Ironclad Project Highlights – Configuration & Implementation:

1. Stakeholder Training and UAT Leadership

- Conducted multiple training workshops for Legal, Sales Ops, Procurement, and Compliance teams during UAT and post-go-live phases.
- Achieved 90%+ adoption rate within the first 60 days of CLM system rollout.

2. Banking Fraud Detection Process Enhancement (Prior Role)

- Led risk detection process improvement projects for a UK banking client, analyzing fraud patterns and redesigning escalation workflows.
- Reduced false positive cases by 18% and improved customer experience by faster fraud resolution.

3. Contract Analytics Dashboard for Executive Leadership

- Designed and launched a contract analytics dashboard using Power BI and Salesforce data.
- Provided leadership with insights into contract volumes, bottlenecks, cycle times, and SLA compliance, leading to a 15% improvement in operational efficiency.

4. Workflow Automation with Slack, DocuSign, and Ironclad

- Implemented Slack notifications for contract approval alerts and DocuSign integration for e-signature completion tracking.
- Automated notifications and signature follow-ups, resulting in a 20% faster contract signing rate.