

KRISHA DALAL

SUMMARY

Senior strategy, operations, and transformation leader with experience across global consulting, entrepreneurship, and community governance. Former Senior Manager at Deloitte Consulting with a track record of leading enterprise-scale initiatives, go-to-market execution, and change adoption across complex organizations.

Brings hands-on experience in financial oversight, stakeholder leadership, and governance, including service as Acting Treasurer for a public-school PTA. Currently leads Midwest operations for a global consumer brand.

PROFESSIONAL EXPERIENCE

Tanishq – Global Fine Jewelry Brand | Midwest Operations Lead (2022–Present)

- Lead Midwest business operations for a global heritage brand, overseeing strategy, operations, partnerships, and customer experience
- Launched and scaled a landmark retail location, now operating successfully into its third year
- Built operating rhythms, governance mechanisms, and reporting to support sustainable growth
- Established partnerships across local cultural, professional, and community networks
- Balance brand stewardship with commercial performance and long-term viability

Deloitte Consulting LLP – Senior Manager | Chicago, IL

National Office – Digital Market Offering

Mercury Change & Deployment Lead

- Led a 10,000+ user rollout of a firmwide sales enablement platform across industries
- Designed a scalable deployment and change model later adopted firmwide and globally
- Streamlined enterprise processes for user access, support, and data management
- Led internal branding, communications, and adoption strategy for the platform

Go-To-Market (GTM) Lead

- Operationalized Deloitte Consulting's Digital growth strategy across Consulting
- Led cross-service-line initiatives aligning strategy, sales, and delivery leadership
- Managed pipeline reporting, revenue forecasting, and strategic planning
- Partnered with senior leaders to translate strategy into execution

Consulting Methods & Tools (CMT)

Product Manager – Enterprise Value Delivery (Salesforce, Workday, NetSuite)

- Led deployment of delivery standards and Agile frameworks across Deloitte Digital

- Managed multi-release product roadmaps and method enhancements
- Developed and launched a standardized estimation and planning tool used across the Salesforce practice
- Led national training, enablement, and adoption initiatives

Client Delivery – Healthcare & Life Sciences (Oracle Siebel)

- Served in functional design, testing, and delivery leadership roles on large-scale healthcare payer programs
- Led requirements definition, design sessions, testing strategy, and multi-team coordination
- Managed teams of up to 25+ consultants and client resources
- Supported vendor selection, roadmap planning, and phased implementation efforts
- Acted as a trusted liaison between client executives, delivery teams, and technology partners

COMMUNITY & GOVERNANCE EXPERIENCE

Parent Teacher Association (PTA) – Board Member & Acting Treasurer (2021–2022)

- Served as Acting Treasurer, a required officer role enabling board operations
- Managed PTA operating budget and maintained positive financial standing
- Led and completed a once-in-a-decade compliance audit, ensuring regulatory and financial integrity
- Partnered with school administration, board members, and parent volunteers to align spending with student priorities on financial oversight

Elementary School Science Fair – Volunteer Lead (2019–2020)

- Led annual Science Fair for two consecutive years
- Worked directly with the school principal and faculty to design inclusive programming
- Coordinated volunteers, judges, logistics, and student engagement across grade levels
- Expanded access to STEM enrichment and built a repeatable model for future school years

EDUCATION & CREDENTIALS

M.S., Electrical Engineering – Washington University in St. Louis

B.Tech, Electronics & Communication Engineering – Usha Mittal Institute of Technology, Mumbai, India

Certified ScrumMaster (CSM)

Salesforce Administrator

Siebel 7.7 Certified

PUBLICATIONS

Arthur, R. M., Timbadia, K., et al. “Effects of reducing the full-body surface to a torso model in forward and inverse electrocardiography,” International Journal of Bioelectromagnetism.