

# SHAILAJA RAI



**IT MANAGER**  
Delta Airlines, Inc..



## CREDENTIALS

**Center for Agile Leadership®**  
*Certified Agile Leader*

## ABOUT SHAILAJA

Shailaja Rai has more than 15 years of Aviation IT experience leading global teams and developing mission critical applications for companies including Delta Air Lines, Northwest Airlines, United Airlines, British Airways, and Air Canada.

At Delta, Shailaja was promoted 4 times within 7 years. In her role as Business Analysis Practice Leader, she built the BA practice from the ground up. Over the course of 3 years, she led projects saving the company \$20M+. Shailaja also launched an industry-leading Business Analyst portal, winning commendation from the IIBA with many of our best practice recommendations incorporated in the new BABOK Guide.

As Program Lead for Online & Kiosk Check-In, Shailaja boosted Delta's self-service check-in success rate from 36% to 96.6% within 9 months, and attained Delta's #1 goal of reducing customer traffic to agents behind the counter by 85%.

And leading the integration of all Airport Customer Services IT systems upon Delta's merger with Northwest Airlines, Shailaja delivered a seamless integration with no impact to our customers and zero passenger complaints, receiving widespread media recognition, setting an airline industry record, and personally winning "Best Employee of 2010."

## DETAILS

FAMILY



GAUTAM

HOBBIES



TRAVELING



COOKING

HOMETOWN

INDIA



**PERSONAL SLOGAN:** "EVERY DAY BRINGS NEW CHOICES. YOU CANNOT HAVE A POSITIVE LIFE AND A NEGATIVE MIND."