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PROFILE

- ✓ Dynamic executive leadership career with 20 years of expertise - in the lead and build of a competitive Information Technology & Development practice for business expansion with support to global enterprises in design, strategy, technology and quality services.
- ✓ Has been a leading member of the leadership team in implementing transformational & innovative projects delivering across a range of systems & disciplines thereby incorporate depth of expertise across people, process, technology and data.
- ✓ Leading member of the leadership team in implementing transformational & innovative projects delivering across a range of business disciplines: B2B, B2C, Blockchain, Crypto, Mobile, Cloud, Data, digital, IoT, Machine Learning, AI, AR/VR cognitive development;

MANAGEMENT SKILLS AND EXPERIENCE

- ✓ A Senior Leader & Strategist play a critical role in overseeing the delivery and execution of high complexity, platform building, workstream product engagements in successfully building new business clients. Serves in the overall responsibility for quality of delivery, client relationships, and overall project metrics. Be an important member of the practice leadership team with responsibility to contribute to overall practice development needs, growth strategy, contributing positively to team culture, and reporting.
- ✓ Be the critical driver of transformation journey B2B, B2C, and lead key projects and initiatives to deliver on the vision of the transformation office. A passion for working with technical teams delivering complex enterprise products, and fostering a collaborative, results-driven, and sustainable team culture critical to success. Work with all stakeholders IT and business to identify and deliver to business priorities, mitigate any risks and strive for project excellence across all projects and initiatives.
- ✓ Ensure managed service is provided to all clients, IT infrastructure and systems, applications remain operational. Design framework to proactively manage, oversee, monitor, investigate and resolve escalated technical incidents and problems. Ensure restoration of services to clients is compliant to the agreed service level agreement.
- ✓ Lead Software Engineering, Automation, Information Security & Risk solutions, be a part of the core Business Intelligence team that build quality processes & solutions to drive efficiency, scale, to support the business execute flawlessly.
- ✓ Ensure the operating model delivers an outstanding customer experience consistently across all business operations. Key areas of responsibility include security, business continuity, performance, risk management and development.
- ✓ Provide leadership to maintain the Governance & Compliance framework & controls. Establish a strategy of continuous risk management that enables proactive decisions and actions throughout the life cycle and create an environment to support it where the team has visible, measurable, and repeatable processes for managing these risks.

CAREER SNAPSHOT

Senior Program Manager - Brands, Communications & Financials Industry, One Mind Consulting Mar 2011 - Present

[Leadership, P&L, Business Intelligence, SaaS, Customer Accounts, Technology Analytics, R&D, Software, Business Applications, Security & Strategy, Core modernization, Blockchain, Crypto, Product suite & services]

- ✓ Be the point of accountability for end-to-end implementation of the assigned program, people, department ensuring effective practice and execution of all integrated business strategies, risks and issues management, customer support and stakeholder management.
- ✓ Provide management leadership to global practice in the HR, Product, Automation, Data, Quality, Sales & Service Delivery Group. Work closely with the CIO, Scientists and Global Strategists & Leaders to establish and maintain budgets, foster communication between different business divisions, ensuring adequate forecasts, meet goals, identify risks and mitigations that ensure success of quality products.
- ✓ Set up a High-Performance Centre of Excellence within Global Business which is focused on Key Accounts, leveraging advanced capabilities, high availability, Analytics, AI, Reporting and Tools to better equip with applications, business decisions, information and actionable insight.
- ✓ Develop disciplines and business results of the engagements. Anticipates and identifies complex business needs and recommends solutions to complex problems.
- ✓ Delivers engagements within the constraints of schedule, functionality, and budget. Manages the work that must be done in order to deliver an integrated solution usually composed of products, services into a formalized solution.
- ✓ Deliver program objectives and strategies through new product and solutions to assist with strategic and operational directions. The role not limited to project management and delivery, stakeholder and customer relationship management, aligning with customer strategy, policy and procedures, product customization design, team Leadership, financial management, forecasting, partnering with the customer to advise and guide on change management issues and new process improvements.

FedEx, Senior Solution Architect, Belgium Mar 2007 – Dec 2011

Lead the rollout of ERP application system, deployed across States, APAC, and EMEA.

The framework has the state-of-the-art modern enterprise architecture incorporated with several features and online services for clients with 0% paperwork, seamless customs clearing resulting in superior customer experience.

- As a key product owner responsible for leading and managing the life cycle aspects of the product platform, driving the product vision, roadmap and working with teams to deliver winning products and successful market penetration.
- Take a high degree of autonomy in the overall running and leadership of the business tasked with full responsibility for the day-to-day operation of the business and deliver the agreed strategic objectives.
- Ensure the smooth transition of project deliverable into live service operation.
- Understand high-level business, functional and technical solution requirements, and be able to facilitate communication and coordinate discussions that drive decisions at the appropriate stage of the process.
- Play a key role in the detailed design and specification of innovative products, challenging and enhancing new business model and product design process.
- Synthesize and consolidate the findings and recommendations into presentation and reports for stakeholders.
- Perform analyses that turn raw data into insightful information and perspectives that guide and drive important decisions.
- Work with various practice lines and systems, bring rigor to the processes integrating end to end ensuring effective flow of data and information.
- Developing project plans, manage and track project execution, optimize work load plans in support of financial budgeting and forecast.
- Create architecture specifications and other design artefacts that will effectively support implementation of new proposed solutions.
- Assure Quality milestones and Quality deliverables are achieved, and approve content of specifications, ensure changes are aligned end-to-end.
- Work with the Global Support Centre to deliver efficient support for Incidents logged by customers and ensure timely resolve.

Implementation of SAP Business Intelligence solutions within Sales, Marketing, Finance, Customer Service divisions.

- Design, develop and implement highly-complex, integrated data intelligence & architecture across the enterprise, provide expert data management reviews, actionable insight, visuals, reports, and be a subject matter expert in providing consultation.
- Manage effective deployment of solutions to our clients through the application of SAP ERP, Business Objects technology, innovative service offerings and methodologies.
- Deliver solutions (Design, develop and implement dashboards, Reporting outputs) to enable deep analysis and support business management and executive decision-making.

- Develop measurement frameworks, reports, analysis, forecasts, and scorecards that utilize underlying transactional data sources. In addition, help the data services and engineering teams develop event tracking, data models, and key performance indicators (KPI).
- Responsible for identifying business requirements and ensuring that development and deployment of new systems will improve business processes and support critical business strategies.
- Performs above-the-line measurements and statistics, applies attributions and modelling, aims to be a centre of innovation and thought leadership in developing scalable marketing science data products.
- Draw out, analyse, validate and communicate requirements for changes to business processes, infrastructure, systems and policy and implement solutions to meet the requirements.
- Works closely with business unit management to establish priorities and plans to ensure their critical needs are met over both the short and long term.
- Experience of supporting and managing the testing process across the whole lifecycle.
- Apply best practice performance management techniques to ensure the team are motivated to deliver excellent customer service within agreed SLAs and targets.
- Ensure the effective implementation and delivery of operational processes to support the introduction of new products and services. Work with the architectural teams, plan and build out new systems, understand scalability and constraints of software, and manage disaster recovery and business continuity planning.

Technical Consultant, Hewlett Packard, Bangalore Oct 2005 – Mar 2007

Pfizer

Design and development of financial application used in Planning, budgeting, forecasting.

- Led team to design, review, create, test, and implement financial methodology IDE using windows based applications in .Net framework.
- Work with Quality Assurance in creation of end-to-end system tests and ensure that the application functioned in accordance with the specifications.
- Reduced defects in development builds by over 95%, completed outstanding change requests and cleared all blocking issues.
- Adhere to technical coding standards for implementing new systems and supporting existing systems.
- Architects solutions, develop technical designs, testing scripts and prototypes.

PGGM

Design, development and support of 'N'-tier business application that enabled the e-flow for a pension fund organization.

- Develop Work Breakdown Structure, appropriate project chart and task lists for the project.
- Generate stored procedures.
- Implement design patterns, apply object oriented features and Unified Modelling Language concepts in design of the project.
- Expert in tuning the performance of SQL queries and ETL process.

Technical Consultant, Netsoft Solutions, Bangalore Apr 2005 – Oct 2005

Design and development of web application for an entertainment industry.

- Interact with Clients in understanding Business and draw the design framework using object oriented methodology.
 - Design and develop security modules, set roles and permissions.
- Preparation of test plan at system level and provide training to the team members.

Technical Consultant, Banyan Software Solutions, Bangalore Oct 2003 – Mar 2005

Design and development of application for healthcare management intended to serve hospitals, pharmaceuticals, clinics.

- Develop document-searching capability to generate search criteria, run search functions, retrieve appropriate documents, filter document lists, view documents, print and save documents.
- Create functional and technical specs, database design, and integration, testing quality assurance.

EDUCATION

- Bachelor of Engineering in Electronics and Computer Science. 2003
- Operating System - Windows, Linux
- Languages – Azure, Microsoft C#, ASP.Net, VB.Net, Share Point, XML, UML, Java, Jscript, Open source, Python, Kubernetes
- Automation Anywhere, Blue prism, UI Path, Sales force, SaaS, Service Now
- Databases - Oracle, SQL Server, Sybase, Microsoft Azure, Power BI, Teradata
- Tools - SAP ERP, SCM, Business Objects XI, Crystal Reports, Informatica, Tableau, Robotic Process Automation,
- Testing - Win Runner, Load Runner, Quick Test Pro (QTP)
- Security & Audit - SOX, GDPR Compliance