

CAREER SUMMARY

- 15+ years of management and technology consulting experience specializing in development and execution of strategy and operational initiatives across several industries.
- Several M&A and Divestment projects experience; including Twilio-Sendgrid M&A, Philips-Lumileds divestment, Shell-Motiva divestment, Medtronic-Covidien M&A, Avaya-Nortel M&A and Autodesk-Alias M&A.
- Responsible for IT strategy and multi-year IT roadmaps.
- Responsible for business applications management; from ideation to maintenance including but not limited to application selection, vendor negotiation, design, development, user adoption, maintenance, SOX compliance, data privacy and security, etc.
- Responsible for stakeholder management and escalation management.
- Managed several complex global ERP roll outs and other strategic and transformational programs; managed budgets ranging between USD 5 – 20 MM per year.
- Supported diverse clients in North and Central America, Europe, and Asia.
- Experienced with managing transformational programs for cloud-based platforms like Callidus, Salesforce, Vendavo, and Workday; as well as Mobile platforms.
- Managed teams of 100+ resources in diverse geographic locations like Argentina, Brazil, China, Germany, Ireland, India, Philippines, Romania, Singapore, etc.
- Led talent acquisition and RFP proposal development activities.
- Created SOWs and PCRs for projects; resource estimation and revenue forecasting.

EXPERIENCE

▪ [Twilio Inc.](#)

[Dec 2018 – Feb 2020](#)

Organization	Twilio IT, San Francisco, CA
Project (s)	Multiple
Position	Sr. Manager – Business Systems
Team	10+
Responsibilities	<ul style="list-style-type: none">▪ Managed all aspects of business application mgmt. including selection, planning, development, deployment, administration and support▪ Managed all business applications, including ERP (NetSuite), FP&A (Anaplan), CRM (Salesforce), Marketing (Marketo), CPQ (Apttus), Sales Comp (Xactly), HCM (Workday), Procurement (Coupa), ITSM (ServiceNow), etc.▪ Developed and implement multi-year application strategy and roadmap▪ Worked extensively with auditors to ensure SOX compliance▪ Worked with data privacy and security teams to ensure adherence to company's security protocols by application vendors and service providers▪ Responsible for stakeholder and C-level communication▪ Demand forecasting, financial mgmt. of IT budget▪ HR responsibilities – performance mgmt., career development, hiring, etc.

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▪ **British Telecom, Global Professional Services**

Sep 2016 – Dec 2018

Organization	British Telecom – Global Professional Services, San Francisco, CA
Project (s)	Multiple
Position	Managing Principal
Team	50+
Responsibilities	<ul style="list-style-type: none">▪ Responsible for delivery of all professional services engagements in western USA▪ Responsible for client relationship mgmt. and business development▪ Practice development and P&L responsibilities▪ Strategic partnership development including vendor management▪ HR responsibilities – recruiting/hiring, people development and performance management

▪ **Pilgrim Quality Systems**

Jun 2016 – Sep 2016

Organization	Pilgrim Professional Services, Tampa, FL
Project (s)	Multiple
Position	Director – Professional Services (Contract)
Team Size	10+
Responsibilities	<ul style="list-style-type: none">▪ Program management; managed several concurrent project simultaneously▪ Professional services strategy & management▪ Client relationship mgmt., client retention and business development

▪ **IBM, Global Business Services (GBS)**

Apr 2008 – Jun 2016

Industry	Client	Designation	Duration
Insurance	Anthem, CA	Program Manager	Apr 2016 – Jun 2016
Oil & Gas	Shell – Motiva, TX	Program Manager	Apr 2015 – Mar 2016
Insurance	AIG, NJ	IT Strategy Consultant	Feb 2015 – Mar 2015
Utility	Southern California Edison, CA	Services Delivery Manager	Jun 2014 – Jan 2015
Medical Devices	Medtronic – Covidien, MN	Services Delivery Manager	Jun 2011 – May 2014
Telecom	Avaya – Nortel, NJ	Sr. Project Manager	Jun 2010 – May 2011
Insurance	Nationwide, OH	Project Manager	May 2010 – Jun 2010
Healthcare	HCA, TN	Project Manager	Jul 2009 – Apr 2010
Manufacturing	Rockwell Automation, WI	Project Manager	Apr 2008 – Jun 2009

PROJECT DETAILS

Apr 2016 – Jun 2016

Client	Anthem, Los Angeles, CA
Project (s)	Anthem Managed Services
Position	Program Manager

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Team Size	60+
Responsibilities	<ul style="list-style-type: none">▪ Provide implementation services and oversight to client engagement▪ Develop metrics to determine success and effectiveness of software releases▪ Develop multi-year financial outlook for IT department

Apr 2015 – Mar 2016

Client	Shell – Motiva, Houston, TX
Project (s)	Motiva Divestment
Position	Program Manager
Team Size	120
Responsibilities	<ul style="list-style-type: none">▪ Provide implementation services and oversight to client engagement, along with implementation oversight and multiple stakeholder management.▪ Lead the CRM resolution program worth USD 20-25 MM; part of a USD 250 MM divestiture program.▪ Assisted client with migrating software to IBM Cloud (SoftLayer).▪ Lead effort for establishing an IT landscape which include:<ul style="list-style-type: none">o Development of new Process and procedureso Deliverable templateso Infrastructure planningo Staffing plans▪ Application architecture▪ Develop metrics to determine success and effectiveness of software releases▪ Develop multi-year financial outlook for IT department

Feb 2015 – Mar 2015

Client	AIG, Berkeley Heights, NJ
Project (s)	Mobile DevOps
Position	IT Strategy Consultant
Team Size	N/A
Responsibilities	<ul style="list-style-type: none">▪ Performed analysis of software and infrastructure requirements for mobile applications development program▪ Created application lifecycle management workflows▪ Developed IT strategy and plan for the mobile application development program▪ Provided production readiness audit requirements

Jun 2014 – Jan 2015

Client	Southern California Edison, Los Angeles, CA
Project (s)	SCE.com Migration
Position	Service Delivery Manager
Team Size	50+
Responsibilities	<ul style="list-style-type: none">▪ Oversaw client's migration from traditional data center to IBM Cloud▪ Responsible for client relationship management; managed communication with multiple stakeholders.▪ Single point of contact for client escalations/resolution.

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	<ul style="list-style-type: none"> ▪ Responsible for revenue forecasting, resource allocation and budget. ▪ Work with Delivery Assurance to ensure compliance with agreed to checkpoints. ▪ Manage several mission critical projects simultaneously by leveraging best practices from both Agile and Waterfall methodologies. ▪ Participate in pre-sales activities on larger opportunities.
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Jun 2011 – May 2014

Client	Medtronic – Covidien, Mounds View, MN; Boston, MA, Northridge, CA
Project (s)	Medtronic Managed Services; Medtronic-Covidien Merger
Position	Service Delivery Manager
Team Size	80+
Responsibilities	<ul style="list-style-type: none"> ▪ Managed engagement with annual revenue of USD 8 – 10 MM. ▪ Responsible for revenue forecasting, resource allocation and budget. ▪ Responsible for staffing requirements for 15-20 concurrent projects. ▪ Managed projects across multiple application platforms like SAP, Callidus, Vendavo, Siebel, Salesforce, Trackwise, Enovia, Oracle Life Sciences Hub, and Hybris. ▪ Improved Time-to-Market; reduced implementation time and cost. ▪ New opportunity identification. Secured 20% additional signings each year for 3 consecutive years. ▪ Led financial forecasting and planning process across all application platforms. ▪ Participated in pre-sales activities on larger opportunities ▪ Financial management and profitability of account. ▪ Annual performance evaluation of employees.

Jun 2010 – May 2011

Client	Avaya – Nortel, Basking Ridge, NJ
Project (s)	Avaya-Nortel Merger
Position	Sr. Project Manager
Team Size	45
Responsibilities	<ul style="list-style-type: none"> ▪ Post-merger integration (M&A): Developed a solution for resource estimation for merging the IT applications of Avaya and Nortel. ▪ The IT migration included “cloning” of all business and technical applications relevant to Avaya purchase. ▪ Communicated project status to IBM and Avaya executives. ▪ Worked with Avaya audit director and PwC to address audit expectations. ▪ Prepared Project Plans for phase wise releases. ▪ Managing co-ordination between IBM, Deloitte, Avaya, NBS, SAP, HP and CSC resources.

May 2010 – Jun 2010

Client	Nationwide, Dublin, OH
Project (s)	Nationwide Dev Center Transformation
Position	Project Manager

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Team Size	30+
Responsibilities	<ul style="list-style-type: none">Performed critical analysis by conducting thorough review of trends, key drivers and performance indicators and carried out project ROI, received mgmt. buy-in for the execution of the new system.

Jul 2009 – Apr 2010

Client	HCA, Nashville, TN
Project (s)	COMET, HQA Reporting, COMET Rewrite
Position	Project Manager
Team Size	12
Responsibilities	<ul style="list-style-type: none">Responsible for performance assessment of resources working on the projects.Responsible for revenue forecasting and various other project management related responsibilities.

Apr 2008 – Jun 2009

Client	Rockwell Automation, Milwaukee, WI
Project (s)	Rockwell Automation Global Process Transformation (GPT)
Position	Project Manager
Team Size	25
Responsibilities	<ul style="list-style-type: none">Responsible for the testing effort of a USD 450mn SAP implementation project at Rockwell Automation.Budget determination, identified areas of improvement, implemented resource optimization, increased efficiency and overall performance.Managing the test effort for several SAP modules including SCM, HCM, CRM, PLM and FIN.

▪ **VMware, Inc.**

Dec 2007 – Mar 2008

PROJECT DETAILS

Organization	VMware Inc., Palo Alto, CA
Project (s)	Siebel Opportunity Management & Service Request Management
Position	IT Lead – CRM (Contract)
Team Size	12
Responsibilities	<ul style="list-style-type: none">Defined IT processes; provided recommendations to client on IT best practices and tools.

▪ **Avaya, Inc.**

Jul 2007 – Nov 2007

PROJECT DETAILS

Organization	Avaya, Inc., Westminster, CO
Project(s)	1. Siebel Upgrade project

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	2. Siebel Archiving project 3. SAP B-Box Upgrade project
Position	IT Lead – CRM (Contract)
Team Size	12
Responsibilities	<ul style="list-style-type: none">Managed all phases of development and testing; determined the allocation of IT resources for all SDLC phases.Managed a team of 12 IT analysts; offshore team in Germany and India.

▪ [Autodesk, Inc. \(Alias\)](#)

[Apr 2005 – Jun 2007](#)

PROJECT DETAILS

Organization	Autodesk Inc.(Alias), San Rafael, CA
Project (s)	1. Siebel CRM and Partner Relationship Management (PRM) 2. Aprimo-Siebel Integration 3. Zamboni (data migration project as part of acquisition of Alias) 4. Multi-Term Licensing
Position	IT Lead – CRM
Team Size	19
Responsibilities	<ul style="list-style-type: none">Project management, business analysis and process improvement.

▪ [Citigroup Inc.](#)

[May2004 – Mar 2005](#)

PROJECT DETAILS

Organization	Citigroup Inc. New York, NY
Project (s)	Concierge
Position	Sr. IT Analyst
Team Size	10
Responsibilities	<ul style="list-style-type: none">Testing, requirements gathering

EDUCATION

- **Master of Science in Electrical Engineering** from Syracuse University, New York in December 2004.
- **Bachelor of Engineering (B.E.) in Electrical Engineering** from Maharaja Sayajirao University (MSU), Vadodara, India in June 2002.