

## Santhosh Nair, PMP

*Strengthening business opportunity through strategic technology planning, enterprise roadmap and providing strategic direction on technology/ technical architecture selection & evaluation.*

**Location Preference: None**

### Executive Profile

- **Creative & results-driven management / technology leader**, with overall **nearly 15 years** of IT experience including:
  - **5 Years** of experience in Travel Domain with Airline, Hotels, Tours, Travel Insurance, Tour Packages involving Domestic and International Travel; knowledge of Airline booking and ticketing, Billing and Settlement Plan, IATA, No-Frill Airline. Practicing Agile methodology.
  - **5.5 Years** of experience in Telecom Domain with Wireline, Wireless, Business and Enterprise (End to End) Sales tracking, reporting and Compensation. Well versed with MS BI Tools. MS SQL Server Reporting tool, MS SQL Server Integration Tool, MS SQL Server Analysis Services.
  - **4 Years** of experience in Hadoop administration with proprietary and apache Hadoop and **10 years** of **project management**.
- Large engagements including IT infrastructure management, program management, services delivery management, solution design architecture & implementation and people management across multiple business verticals
- **Dedicated leader** with career long record of stakeholder satisfaction, team building and strategic insight
- Notable success in leading design, development and delivery of complex project and high complex solutions
- Discovered geo-political interests of various nations involved a steep learning curve while interacting with key functionaries of business houses in South-East Africa, North-West Africa and GCC Countries to start with
- Successfully managed to ISO certify comparatively a start-up Company
- Insightful Application Certification experience with Microsoft (Global Support Team), Lion Bridge
- Hands on experience in .Net Application development involving multi-tier architecture, Solution Architecting Big Data based Platform as a product; insightful knowledge in applying SCRUM Agile/Hybrid methodology for the success completion of the projects
- Rich exposure in successfully managing & delivering large scale, multi-site projects, portfolio of programs with teams of professionals
- Gained international exposure in client visit and interaction in **Melbourne, Australia** and interaction with **US, Australian, UK, Dutch, African** and clients across the globe.
- Exhibited excellence in **end-to-end project planning** and implementation from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management
- Designed and **delivered solutions** that remedy core business issues and position the organization to reach the next level of profitability through technology introduction
- Excellent in mapping **client's requirements**, designing customized solutions; strong customer-centric approach, motivated to deliver quality results
- Gained insightful knowledge of **RPA**
- Proven track record of spearheading service improvement programs for minimizing gaps in productivity & effectiveness in service delivery

### Key Skills

- Strategic Planning & Leadership
- Enterprise IT Program Management
- Stakeholder Management
- IT Operations & Governance
- Infrastructure Management
- Service Delivery Management
- IT Transformations & Digitalization
- Data Center Operations
- Knowledge Management
- IT Security Management
- Solution Architecture
- Incident & Problem Management



### Soft Skills

#### Team Builder

#### Strategic Thinker

#### Innovator

#### Motivator

#### Leader

### Education & Credentials

- B.Tech., Chemical Engineering from TKMCE, University of Kerala, Quilon, Kerala in 1996

### Trainings and Certifications

- 2001: Advanced web application development, Trivandrum from IBM ACE
- 2005: Attended conference on RFID, New Delhi from EAN India
- 2009: PMP certification Training, Chennai from Verizon, US
- 2012: Teradata, OLTP, ETL, OLAP, Chennai from Verizon, IND
- 2012: Verizon Lean SIX SIGMA, Chennai from Verizon, IND
- 2013: PMP Preparation Course, Chennai from Info Career
- 2013: Project Management Certification (PMP), Chennai from PMI/Prometric
- 2014: Hadoop Administration from Verizon, IND

## Career Timeline



## Selected Achievements / Roles

- Lead the technology by heading the department, to build and groom, season, and maintained a team of professionals, to stay on the bleeding edge of travel technology
- Spearheaded research, development, and application of technology based on data science and data technology
- Trained the team to catch up with and subsequently grapple with the challenges, embracing newer technologies
- Entrusted to look after the e-Commerce business in a dynamically changing environment
- Identified market share patterns, stakeholders and interested parties, political implications and probabilities, and non-financial outcomes and their benefits which could help Kolombus make a mark globally in the travel industry
- Discovered the geo-political interests of various nations involved a steep learning curve while interacting with key functionaries of business houses in the South-East Africa, North-West Africa, North-West Asia and GCC countries to start with
- Represented the company as its board member (DIN # 07697239)
- Gained exposure in Project Management, technical and design experience in multiple Microsoft and client server technologies like .NET, SQL server, VB6, SSIS, SSRS, SSAS, DB2, Teradata, Webfocus, Bigdata
- Experienced in multiple development projects and designed the application architectures

## Professional Experience

### **Dec'20 – Present** with Globespan Consulting, Trivandrum **IT Project Manager**

Managing projects by teaming up with a small group of professionals from diverse physical locations.

- Engaged in documentation, Prototyping, Analyzing, Designing, Monitoring Development, Implementation and maintenance
- Interacted with clients, maintained and coordinated with client and team related to issues. Kept client in the loop at fixed interval of project life cycle / Sprint.
- Practicing Scrum Agile Methodology for projects for US Clients.
- Coordinated with team working on specific tasks. Strict adherence to scrum ceremonies and artifacts.
- Responsible for expressing the Cost & Time, budget needed for the project to complete successfully
- Documented project scope, quality needs, risks involved, milestones for all stakeholders involved
- Have documented stories, tasks required for the sprint.
- Logging and monitoring the project/sprint tasks and stories. Monitoring the Backlogs.
- Effectively managed issues faced by the team and the customer.

### **Jun'15 – Sep'17** with KolombusConnect Travel & Tourism Solutions Pvt. Ltd., Trivandrum **Head of Technology/Director – IT**

#### **Key Result Areas:**

- Prioritizing projects / initiatives based on business impact and resource availability
- Planning & building IT Infrastructure at the enterprise scale involving selection of appropriate technology and products, negotiating with vendors, finalizing Service Level Agreements, outsourcing tasks and directing the timely completion of projects
- Defining the strategies, information architecture and other technology directions for implementation and operations of client services, product support, quality assurance and training
- Drafting DPR (Detailed Project Report), including public participation, which include public sector enterprise, have presence in every nook and corner of Indian sub-continent
- Producing capacity plan that documents current utilization & forecast requirements for IT resourcing, staffing and supports call volume predictions
- Evolving strategies and execution roadmaps (for purchases, strict budget controls, IT infrastructure, security, crisis / disaster & business continuity plans, asset management)
- Devising & implementing IT strategies and business plans in line with the company's business plans; creating and implementing policies and procedures for all IT platforms
- Spearheading change management; consistently meeting and exceeding SLAs and mentoring teams to deliver world-class performance; creating & implementing Business Continuity Plans

- Authoring information security policies procedures, and guidelines, developing risk-based audit strategies for the security infrastructure, making use of the best practices and processes, communicating any of the applicable procedural changes impacted by within the business/ technology community
- Heading complete portfolio of projects including budgeting, planning, vendor selection and execution of programs; formulating operating budgets to ensure optimum utilization of available funds towards the accomplishment of overall corporate objectives
- Administering the planning, selection, purchase, development (customization), and implementation of new information systems and business applications for the organization that support the business objectives; ensuring all investments are compatible with the strategic technology plan
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations; developing competency among the team members; managing appraisal process across the levels, conducting interviews to recruit the right talent & resources and developing employee competency

**Dec'08 – May'15 with Verizon Data Service Pvt. Ltd., Chennai**  
**System Specialist / Architect**

**Key Result Areas:**

- Completed merger of multiple projects to accomplish common goal that could lead to organization wide application consolidation to achieve better and precise management of projects across portfolios
- Mentored a team to maintain various modules of Telecom Agents Sales Tracking and Compensation System
- Steered cross-functional teams, controlled upgrade, maintenance and new release projects, assured CMM compliance, evaluated new and 3<sup>rd</sup> party products, and presented information to clients and team members
- Migrated existing VB.net & C# code from .Net 2.0 to 4.0 Frameworks
- Directed in-house technical staff to meet project deadlines and goals
- Conducted experiments to collect data for process and yield enhancements; successfully communicated input for specifications and process changes
- Developed presentation depicting project status representing quarterly achievements with respect to end user and organization - Accomplishment detailing to VP. Patent search and presentation to detail the scope of representing program block for IPR filing
- Supervised Hadoop Administration, worked with QA team and Programmers providing Hadoop infrastructure
- Managed:
  - Hadoop clusters in development and Production environment
  - Hadoop environment and perform setup, administration and monitoring tasks

**Oct'06 – Dec'08 with Teknokraaft Info Systems Pvt. Ltd., Trivandrum**

**Project Lead**

**Oct'04 – Oct'06 with Tech27 Systems Pvt. Ltd., Calicut**

**Sr. Software Engineer / Project Lead**

**Jan'03 – Sep'04 with MissionIT, Trivandrum**

**Software Programmer**

**Feb'02 – Aug'02 with CPPRI, Saharanpur**

**Research Fellow**

**Jan'97 – Oct'01 with Grasim Industries, Calicut**

**Chemical Engineer**

**Other Engagements**

**Duration:** Sep'17 – Present

- Free-lancing IT projects, by teaming up with a small group of working / non-working professionals from diverse physical locations
- Accomplished Projects/Services: Travel related products (Services), Engineering Application, Technology Consultation
- Engaged in documentation, Prototyping, Analyzing, Designing, Development, Implementation and maintenance
- Interacted with clients, maintained and coordinated with client and team related to issues. Kept client in the loop at every possible time of project life cycle
- Coordinated with team working on specific tasks
- Responsible for expressing the Cost & Time needed for the project to complete successfully
- Documented project scope, quality needs, risks involved, milestones for all stakeholders involved

**Technical Skills**

**Management:**

Leadership, Communication, Enterprise Negotiation, Inter- Personal skills, Organizational Change, Issue Management, Stakeholder Management, MS Project – Time & Cost scheduling and monitoring, Costing – Parametric Estimation, Bottom-up Estimate, Technical documentation

**Programming Languages:**

ASP.Net, C#/VB.Net, .Net CF, SQL CF, Web-API

**Operating Systems:**

Windows 9X/2K/XP/WIN7 / WIN 10 / WIN Server 2000 – 2016

**Databases:**

SQL Server, MySQL, Teradata, DB2

**Productivity:**

Odoo, MS Project Plan, MS Office Suite, MS SharePoint, MS Visio

**Reporting Tool:**

Crystal Report, MS Reporting Services, Actuate

**BI Tools:**

MS SSRS, MS SSIS, MS SSAS, Webfocus

**Big Data:**

Visualization: Zeppelin | Compiler: PyPy | Compiler: CPython | Deep Learning: Tensor

Flow | Scheduler: Azkaban | DB: MySQL, MongoDB | Data Storage/Data Processing: Hadoop with Spark, Hadoop administration



## Personal Details

**Date of Birth:** 17<sup>th</sup> June 1972

**Languages Known:** Malayalam, English, Hindi, Tamil

**Address:** 3C, Artech Alliance Samrudhi, Sreekariyam, Trivandrum, Kerala 695017, India

*(Refer to Annexure for Major Projects)*

## Major Projects:

<b>Title:</b>	Ci <sup>2</sup> Te <sup>2</sup>	<b>Tools:</b> Spark, Hadoop, Predictive Analytics (Administration, Training, Guiding)	<b>Team size:</b> 15
<b>Description:</b>	Proposed Project will empower large business establishments like banks, telecoms, insurance & credit card companies with travel e-business solution to offer customized travel/holiday options to their defined customers exclusively based on Definite Leads generated by Predictive Analytics & Big Data, thereby assisting in enhancing customer loyalty, ensure customer retention leading to revenue gains, visibility enhancement & value accrual. KC's all-encompassing unique e-business strategy combined with robust state of the art technology travel solution, <b>Big Data</b> Analytics and round-the-clock support based on years of conventional travel domain expertise and its logical IT extension will meet the travel requirements of all customers alike. The solution is appropriately termed Cross-Industry Innovative Travel E-business Enabler".		
<b>Title:</b>	B2B Online Travel Agency Solution	<b>Tools:</b> C#, ASP.Net, SQL Server, SSIS, SSRS	<b>Team size:</b> 5
<b>Description:</b>	B2B travel portal is an online booking engine with flights, hotels, transfers, sightseeing and packages modules for travel agencies / agents. It's also known as OTA, which aggregates and distributes information of flights, hotels, cars, packages and other relevant verticals to global B2B clients to enable them search and book online. B2B travel portal software can be integrated with leading GDS systems like Amadeus, Travelport, Sabre and third-party APIs / XMLs and LCCs. Demand of B2B travel portals is surging in India, UAE, Saudi Arabia, United States, Malaysia and Far East countries.		
<b>Title:</b>	B2C Online Travel Agency Solution	<b>Tools:</b> C#, ASP.Net, SQL Server, SSIS, SSRS	<b>Team size:</b> 5
<b>Description:</b>	B2C travel portal is an online booking engine with flights, hotels, transfers, sightseeing and packages modules for travel agencies / agents. It's also known as OTA, which aggregates and distributes information of flights, hotels, cars, packages and other relevant verticals to global B2C clients to enable their online customers to search and book online. B2B travel portal software can be integrated with leading GDS systems like Amadeus, Travelport, Sabre and third-party APIs / XMLs and LCCs. Demand of B2B travel portals is surging in India, UAE, Saudi Arabia, United States, Malaysia and Far East countries.		
<b>Title:</b>	Online Travel Agency Webservices	<b>Tools:</b> WEB API, SQL Server, C#	<b>Team size:</b> 2
<b>Description:</b>	Web service developed to serve various clients who need contents to run their businesses		
<b>Title:</b>	V5 (Vision 5)/aEDW ( <i>Advanced Enterprise Data Warehouse</i> )	<b>Tools:</b> DB2, Teradata	<b>Team size:</b> 15+
<b>Description:</b>	Architecting endeavor for massive consolidation effort at organization level, project V5 (Vision 5) is single biller data storage point where billing transaction in various flavors are parked to be accessed by various departments like, finance, legal, administration, sales, marketing and several other downstream consumer systems. Transactional data is transformed and pushed to data warehouse via file transfers in various formats. Data warehouse will be the golden source for all the downstream systems to formulate and format the required data to be processed for the end user as online and file-based reports and dashboard displays and financial forecasts by the management.		
<b>Title:</b>	CASH	<b>Tools:</b> ASP.NET 4.0, AJAX, VB.NET / C#, SQL Server	<b>Team size:</b> 16
<b>Description:</b>	Application that enables Verizon compensation staff to generate Payout bills and reports for sales agents of more than 5 different sales channels, includes highly volatile and frequently adding 100's of various complex business rules involving, managed by several technical capabilities like <b>dynamically rendered user interface</b> , custom <b>web service</b> , <b>XML/XSLT</b> , <b>CUBES</b> , <b>OWC</b> , <b>SSIS</b> , <b>SFTP</b> , <b>SQL server JOBS</b> and scheduling. System integrates to NORDIC, the legacy system, for processing global service order data. System was chosen for annual achievement awards 2008 and bagged 4 <sup>th</sup> position among 30 applications across the organization that got nominated. Query tool module is one among 20 modules the system constitutes, which was presented to Verizon <b>patent</b> office for investigating the patenting prospect.		
<b>Title:</b>	VzSTAC / NST	<b>Tools:</b> ASP.NET 1.1 / 2.0, VB.NET / C#, SQL Server	<b>Team size:</b> 18
<b>Description:</b>	Similar to CASH system, having entirely different set of business rules meant for corporate business sales agents for WEST US region.		
<b>Title:</b>	OTA	<b>Tools:</b> ASP.NET 2.0, AJAX, C#, SQL Server 2005, MS Virtual Earth, XML	<b>Team size:</b> 15
<b>Description:</b>	A travel booking B2B portal designed to feature multi ROI capability (Own use, White labeled solution and exposing XML interface to work as SaaS). System intended to characterize plug-in - plug off model, assisted by sound administration section allowing on-fly inclusion and exclusion of supplier interface. System communicate with 15 different worlds renowned third-party web services, includes 4 different Airline data supplier GDS (Galileo, Amadeus, Sabre, Abacus), 5 Indian Low-frill LCC Inventory (GoAir, Paramount, Air Deccan, Indigo, Spicejet), 3 Hotel/Tour Package APIs (GTA, Galileo Hotels, Tourico), 2 Travel Insurance APIs (ICICI Lombard, Tata AIG), and Payment Gateway (Citi Bank Gateway). Architectural design adopts adaptive pattern to feature same-area-multi-supplier service integration on-fly. Application features inbuilt reporting capability and capable of exposing administrative and transactional data well aligned to feed 3 <sup>rd</sup> party back office applications.		

<b>Title:</b>	MRE - Management Report Engine ( <a href="http://www.mobileezy.com">www.mobileezy.com</a> )	
<b>Tools:</b>	C#, SQL Server 2005, MS Access, Crystal report 11.0	<b>Team size:</b> 6
<b>Description:</b>	A standalone desktop wizard-based reporting tool, which reports on millions of records be relevant to product-based POS (Point of Sales) application namely mobileezy, that seamlessly integrates with almost all major accounting packages (Quick Books, MYOB, Attaché, Pronto, Sybiz and so on) practiced in Australian, American continent and South East Asian sub-continent. Tool generates countless number of reports with custom on-fly report formatting capability. This utility tool is designed to do lazy load of huge quantity of data, improving overall user experience and application performance.	
<b>Title:</b>	Survey Animator	<b>Tools:</b> C#, MS Access
		<b>Team size:</b> 2
<b>Description:</b>	Application consuming IE browser core DLL that access DOM Element of web-based survey sites. System is an automation initiative to navigate through entire survey site accommodating all permutation and combination and in turn records the results to local DB. Application is meant for operation research and automated testing of survey web sites, assisted by inbuilt reporting capability.	
<b>Title:</b>	Dtrac diamond ( <a href="http://www.dtracdiamond.com">www.dtracdiamond.com</a> )	
<b>Tools:</b>	ASP.NET 1.1, C#, SQL 2000, Reporting Services, .Net CF, SQL CF	<b>Team size:</b> 7
<b>Description:</b>	Web-enabled inspection and reporting database system for petroleum rig owners called D-trac. D-trac records, monitors, controls and manipulates all data pertaining to the inspection, non-conformance management, certification and history related to any type of equipment or process and seamlessly integrates handheld PCs (Pocket PC 2003 to Windows Mobile 5.0).	
<b>Title:</b>	SchoolSoft 3.0	<b>Tools:</b> VB 6.0, MS Access
		<b>Team size:</b> 10
<b>Description:</b>	Product based desktop application developed to cater the need for automating and facilitating inter-department resourcing, planning and management. Software is available with all possible modules including admission, academic, asset, accounts, back office management; facility to send automated emailing student progress report to parent's email ID.	