

**1. SUMMARY**

- 1.1 **Specialties:** Technology, Leadership, Operations, Agile, CI/CD, Planning, Strategy, Digital Transformation, Architecture, APM, QA, BFSI, Product/Program Mgmt, Engineering, Innovation, Design Thinking, Solution Approach, Big Data, Cloud/ Mobile Development, Vendor/ Partner/ Account Mgmt, Business/ Institutional Development, Crisis/ People/ Stakeholder Mgmt, ICT, E-Governance, RFP/ DPR, SLA, MSA, Govt Relations, Consulting, IT Security/ Service mgmt, SIEM, Digital Banking, CXO CRM, Client Engagement/ Interfacing, Payments, Fintech, E-Com, E-Marketplace, Emerging Markets, Management, Negotiations, Administration, Contracts, Regulatory Framework, Excellent Communication & Persuasion Skill
- 1.2 **20+ yrs of exp: 12+ yrs in Sr Roles** leading **multi-million** projects & **7+ yrs in IT industry (Program Mgmt)**
- 1.3 Exp in **diverse areas** demonstrated through implementation of successful IT projects & achieving targets
- 1.4 Managed **large IT** delivery operations & customer accounts **globally (India, USA, Australia, APAC, EMEA)**
- 1.5 As Developer, Tech Lead & Product Lead have expertise in all aspects of **Software Development Life Cycle** – business analysis, implementation, testing, maintenance, working with end users, etc

**2. EDUCATION**

2.1 <b>MBA</b> , Post Graduate Programme in Mgmt	<b>IIM Ahmedabad</b>	India	2009
2.2 <b>MS</b> , Computer Science	<b>Arizona State University</b>	<b>USA</b>	2003
2.3 <b>BE</b> , Computer Science & Engineering	Osmania University	India	2000
2.4 <b>MBL</b> , Master of Business Law	National Law School, Bangalore	India	2013

**3. CERTIFICATION**

- 3.1 **PRINCE2 Practitioner – Project Management Professional (PMP)**
- 3.2 **Lead Auditor** - ISO/ IEC 22301: 2012 Business Continuity Management System (BCMS)
- 3.3 **Lead Auditor** - ISO/ IEC 20000: 2011 IT Service Management (ITSM)
- 3.4 **Lead Auditor** - ISO/ IEC 27001: 2013 Information Security Management System (ISMS)

**4. WORK EXPERIENCE**

4.1 <b>DGM (IT)</b>	<b>National Insurance Company</b>	<b>Kolkata</b>	<b>Nov 19 - Pre</b>
4.2 Head (Digital Transformation/ IT)	National Institute of Smart Govt	Delhi	May 12 - Nov 19
4.3 Chief Executive Officer	Hostelling Intl India	New Delhi	Apr 10 - Apr 12
4.4 Head – Business Technology	National Multi Commodity Exchange	Ahmedabad	May 09 - Apr10
4.5 Product Lead	TIBCO Software Inc	<b>Palo Alto, USA</b>	Sep 05 - Mar 08
4.6 Technical Lead	MediSpin Inc	<b>New York, USA</b>	May 00 - Sep 05

**5. MAJOR CONTRIBUTIONS****5.1 Technology/ Strategy/ Transformation/ Planning**

- As **Head of Technical & Operations**; coordinate with the System Integrator for effective service delivery
- Efficient **global coordination** across teams in **Australia, APAC, EMEA, US** to resolve show-stopper issues
- Program / Project Management** and client relationship building in challenging environment
- Developing **long term plans** to sustain and support the business, anticipating the future trends.
- Drive & implement business strategies & plans, deliver an assessment of current state and future roadmap
- Coordinate** with various stakeholders for getting the approvals **and buy-in for relevant areas**
- Enhance **cross-functional coordination**, expand internal communications & develop the administration, customer services & associates
- Responsible for **business and digital transformation** via change management/ capacity building activities related to the various strategic priorities
- Drive adoption of best industry practices** through market research for innovative ideas/insight, innovation, promoting innovation, introducing collaborative tools to encourage creative thinking.
- Effectively coordinate** workflow of **on-site** and **offshore** teams along with delivery
- Responsible** for optimizing IT investments, **IT Budget**, improving efficiency, productivity & mitigating IT risks
- Lead **all aspects of the technical aspects** involving internal/ external clients on overall architect solutions
- Collaborate** with the **top mgmt** to ensure effective for IT planning and to strategize capability needs covering capacity building, change mgmt, training and skill needs.
- Improve, Optimize & Manage** existing IT resources for effective cost reduction, high efficiency & resilience

- o. Design & deliver effective governance, dashboards, reporting and internal communication updates on various program management aspects to top mgmt
- p. Effectively managed **large teams**; & responsible for providing **strategic technology leadership** with hands-on experience in developing/ leading all functions ranging from– IT/ Finance/ Legal/ Sales/ Customer Service
- q. Architect the **BCP** to ensure uninterrupted business operations, implement apt disaster recovery plans & regularly test readiness for unforeseen/ unexpected events having impact business continuity
- r. **Responsible for Vision, Strategy**, policies, technical & governance standards, drive business/ tech strategy across multiple business divisions & technology domains for resource optimization & **Risk mitigation**
- s. Establish **corporate goals & impart direction** to the org by **preparing strategies**, operating budget, cost analysis, new business proposals & ensure adequate cash flow for different IT verticals such as Govt, BFSI
- t. **Developed** business & nurtured **relationships** within the accounts, global delivery model, demonstrated experience in mining the account & registering tangible revenue growth year-on-year on accounts managed.
- u. Oversee the **development of enterprises technology standards**, governance processes and performance metrics to ensure that IT delivers value to enterprise.
- v. **Conceive, Consult & Lead** many **multi-million IT projects** such as E-District Project worth **US \$ 2 million**
- w. Expertise in of **Architecture**, programming languages, cloud hosting practices, & emerging tech trends.
- x. Liaison with multiple departments for operational activities, **Handle Core IT infrastructure, Technology Planning & Application Development** as a part of Management roles.
- y. **Coordinate with** business units, Information Security, IT SMS & Risk Teams with deep understanding of technology capabilities and industry trends
- z. Responsible for compliance to **IT Security policies (ISO 27001 & ISO 20000)**, regulatory compliance & required updates at frequent internals for effective implementation of proper standards for governance

## 5.2 IT Consultancy

- a. **Architected** enhanced product release **roadmaps** for various **TIBCO** products (BWC 5.2, 5.3, 5.4, 5.5)
- b. **Implemented** the "Knowledge Base" process at **TIBCO** which improved **customer satisfaction** level (from **3.6 to 4.5 on scale of 5**) & **decreased** the # of customer **issues reported** by **20%**
- c. Displayed **entrepreneurial spirit** by guiding MediSpin in setting up India centre resulting **30% cost saving**
- d. Strategic Project Planning; Design, Develop, Implement adoption of **e-governance/ IT initiatives** at the Org.
- e. Policies, procedures, BPR reports, cost estimation, vendor selections (**RFP, EoI, DPR, SLA**, metrics etc. ;)
- f. **Conceive, Consult & Lead** many **e-governance projects**:
  - i. Automation of various Govt Depts: Microfinance, Industry License, Library, Health, Women/Child Welfare
  - ii. Overall appraisal & procurement of required materials/ services for various e-Governance projects
- g. Transformed a **difficult client** (CompuCredit) into highly satisfied customer through innovative consulting, excellent product support (24x7) quality & superior project mgmt during their production box migration
- h. Screening new projects & conducting **feasibility studies** to determine the financial viability of new ventures
- i. Identify new opportunities for investments, **project planning**, project evaluation and feasibility

## 5.3 Change Management/ Knowledge Management/ Capacity Building

- a. **Formulate change mgmt strategies** in consultation with the multiple Depts in addressing issues related to capacity building & training requirements
- b. **Strategy Formulation** for efficient use of ICT as strategic tool to increase its efficiency, effectiveness, transparency, accountability and citizen service delivery;
- c. **Identify training and capacity building** needs of the employees and **develop action plans** based on the **capacity building roadmap** and **training strategy** to achieve the capacity building targets
- d. Liaise with identified agencies in **course content/ training programs development** for capacity building
- e. Responsible for development/roll out of programs aimed at sensitizing exec leadership towards **IT initiatives**
- f. **Undertake** the groundwork for providing for an **overall direction**, standardization and consistency through Program Management of the various initiatives in the Organization.

## 5.4 Policy Level

- a. Handling **Corporate/ Govt Advisory services** around Policy, Public Affairs & new business creation for Government & corporate clientele
- b. Lead role in Policy Formation for **Government** –
 

<ul style="list-style-type: none"> <li>i. Email Policy &amp; Acceptable Use of ICT Resources Policy</li> <li>ii. Guidelines for procurement &amp; disposal of IT equipment (H/W &amp; S/W)</li> <li>iii. Internet Usage Policy &amp; IT Security &amp; Audit Policy</li> </ul>	<ul style="list-style-type: none"> <li>iv. Policy on Open standards for e-Governance</li> <li>v. Website Development Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>vi. Information Tech Policy</li> <li>vii. Public Service Delivery Act</li> <li>viii. Public Private Partnership</li> </ul>
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