

Summary A highly successful and accomplished technology leader with extensive experience in managing mission critical Cloud and On-premise Enterprise Applications, Global Delivery, Global Support, and Vendor Management. Visionary leader able to develop and execute IT strategies in alignment with corporate objectives. Expert in the design and delivery of cost-effective, high-performance technology solutions and support, with a successful track record in delivering business value at global companies during all cycles of business, including high growth, M&A integration, and downturns. Demonstrated ability of building quick alignment, driving to decisions, influencing and collaborating to producing improved outcomes.



Skilled in influencing for results and in engagement with the business stakeholders to “sell” value of IT solutions, setting strategy and executing flawlessly to plan. Experienced in structuring and managing outsourced and geographically dispersed delivery and 24x7 support teams. A dynamic leader with a passion for people development, a track record of recruiting and retaining top talent and a demonstrated ability to effectively lead and work in a highly matrixed, global environment across Americas, EMEA, and APAC.

Consulting Areas

- Information Technology - ERP, CRM, BI Analytics, Web
- Supply Chain Management
- Customer Success
- Global Outsourcing
- Operational Consolidation

Expertise

- IT Strategy & Governance
- Mergers, Acquisition and Divestitures
- Portfolio & Program Management
- Vendor Management
- Contract Negotiations
- IT & Business Transformation
- Business Process Optimization
- Financial Planning & Budgets
- Security, SOX Audits & Compliance
- Enterprise Architecture
- Global IT 24x7 Operations
- Master Data Management
- Applications Infrastructure
- Cloud Based Solutions
- Global Team Building

Industry Verticals Served

High Tech, Software, Manufacturing, Test & Measurement, Life Sciences

Representative Experiences

- Partnered with business leaders and cross IT teams to identify and prioritize business requirements in order to successfully deliver a multi-year roadmap for Oracle ERP, Siebel CRM and Field Service, OIC, IDM, Enterprise BI and Web
- Enhanced incident/problem management, outage management and user communication. Implemented cutting edge performance/availability monitoring tools like SAP BCM to proactively manage potential issues
- Implemented a fully integrated Quote to Cash solution which increased the order processing efficiency by 28%
- Structured and ran a Steering Committee with senior executives to prioritize and approve IT projects. Structured a PMO with defined methodology, templates and regimen of rigorous review of in-flight projects
- Led the successful implementation and subsequent upgrades of PeopleSoft
- Achieved status as a “trusted advisor” by cultivating working relationships with influential stakeholders in corporate functions, productively gaining their alignment to execute a major transformation initiative that replaced legacy apps with industry standard SaaS/ Cloud solutions and attained over \$2M in annual operating savings
- Delivered ATLAS, a \$2M German export compliance solution on time, within budget and at the highest levels of customer satisfaction of all IT Tier 1 projects (4.8 on a scale of 1 to 5)
- Managed the vendor (Deloitte Consulting) through the multi-million dollar, multi year program to implement Siebel in the call centers and for Field Service worldwide
- Managed a Global supplier consolidation and transition from RFP to stabilization for major Enterprise Applications support that resulted in yearly savings of \$6M and improved SLAs and extended coverage (24*7, 365 days/yr)
- Successfully led the global upgrade to Oracle R12 of Agilent’s ERP

Past Employers/Clients

Hewlett Packard, Support.com, Agilent Technologies, Keysight Technologies, Anritsu Company , NSight Inc., JUUL Labs, Movius Corp

Education, Training & Certifications

Master of Science, Statistics, University of Georgia; Master of Science, Operations Research, REC, India