

EXECUTIVE PROFILE

Senior Business Leader experienced in collaborating with client CIOs and senior IT leaders to manage and drive multimillion-dollar IT services, consulting and solutions business. Progressive experience leading Fortune 100 and global multinational customers to deliver business results, implement technologies and solutions. Track record of nurturing business relationships, building high performance teams, enabling change management, improving customer satisfaction and positioning organizations for fast paced growth.

Managed consulting and technology service delivery engagements with a portfolio of marquee clients from the U.S., Canada, India and Switzerland. Management consulting experience encompasses non-profit business, change management and process transformation consulting. Strategy and Marketing advisor experience with a startup in Education industry

Client engagements involved following functional areas: Consumer Services, eCommerce, Transportation management, Warehouse management, Logistics, Store management, Finance, Order management, Analytics, Merchandizing, Sales & Marketing, Procurement

PROFESSIONAL SUMMARY

K12.Design 2016

2013-

A startup delivering Art, Design and Technology education to K-12 students.

Strategy Advisor

Advised and oversaw development of the overall strategy and execution of go to market strategy, curriculum, marketing, student experience, web site creation, social marketing. Leveraged Design Thinking approach to design and improve student experience.

CSC 2016

2007-

A global leader in providing technology-enabled business solutions and services.

Account General Manager (2013-2016) Client Partner (2010-2013) Senior Director (2007-2010)

Strategic partner to customers, set vision and direction for client engagement management, governance, revenue management and client centric innovation, utilizing entire suite of CSC solutions. Developed consultative relationships, leveraged best practices, industry trends to deliver the best-in-class solutions. Developed and executed long term integrated client account plans.

- **Service Delivery and Business Management:** Managed IT Services & Consulting Portfolio with a peak staff of 110 and an annual revenue target of \$15M, a Total Contract Value of \$20M. Services portfolio included: Applications, Consulting, Cyber Security, Mobility, CRM, Analytics and Infrastructure.
 - Testing Services multi-year engagement for global roll out of Oracle EBS with world's largest quick serve restaurant to reduce cost and improve quality of roll out and support
 - Managed Applications Services solution for 200+ applications portfolio for \$2B retailer with a percentage savings of 28%
 - Application modernization roadmap development for \$4B Services business unit with business agility and revenue growth
 - Application portfolio rationalization and Migration to the cloud roadmap engagement with \$30B retailer with projected cost of savings of 10%
 - Website redesign engagement with a \$1.5B global multi brand CPG company to improve customer engagement.
 - Big Data Analytics to improve store associate performance.
- **Project and program governance:** Took charge of faltering project with one of the largest retailers in Canada; improved engagement via better governance structure leading to 200% growth in business with the client.

- Consulting and advisory services: Led business consulting engagement to define Procure-to-Pay strategy and P2P product selection for \$5.8B indirect spend leading to potential saving of greater than \$80M for a Retailer. Developed and delivered PoV on Direct to Consumer and Omni-channel commerce for leading consumer goods companies to improve consumer engagement.
- Organization development: Mentored and coached delivery and account engagement teams to build high performance and client focused engagements; developed 4 potential Account Leaders; enabled delivery talent retention and future growth via training, team development and motivation.
- Client engagement and satisfaction: Managed engagements to ensure high customer satisfaction - Net Promoter Score of 9 out of 10, while improving engagement operating margins in a phased manner from 20% to more than 30%
- Contract negotiations: Collaborated and negotiated with various client stakeholders for new services as well as renewals worth approximately \$70M
- Practice development: Led new solution development and early validations for solutions such as Omni-channel solution (“ShopperConnect”), Social Analytics. Led development of mobility solution for Store employee management that was showcased by CSC at National Retail Federation.
- New service delivery models: Introduced and managed multi-geo (3 locations, 24 team members) Agile delivery for new online solution
- Business development: Led and coordinated new sales pursuits with various retail & CPG brands. Acquired 3 new clients; one of them delivered \$1M+ revenue in first year.

**Covansys
2007**

1995 –

A global technology solution and service provider helping clients in a variety of industries. Covansys had approximately 16,000 employees.

Senior Director/ Client Partner (2003-2007), Project manager, Process Reengineering and Change Management Consultant (1995 – 2003)

Directed business development and client satisfaction in larger, more complex accounts; ensured client objectives were met; directed development and execution of strategic plan for portfolio of accounts. Understood Industry trends and client needs; led solution development, execution and governance of services.

- Grew business by more than 60% and improved Customer satisfaction and operational governance with a department store chain and a tire manufacturing client.
- Led successful outsourcing initiatives for technology services to improve access to talent and reduce cost.
- Led multiple projects and account team with a Retail Analytics company for process transformation initiatives to improve operational efficiencies and quality of analytics services to Retailers and Consumer Packaged Goods companies
- Led a consulting team of 6 for process reengineering project for Human Resource Management, New Product Development and Account Management business processes.
- Mentored several client organizations to improve their software development processes.
- Successfully stabilized several projects ranging in size from 11 team members to 35 team members via better governance and stakeholder management.
- Facilitated redesign of business processes and technical architecture for Retail data Analytics Company’s North American data factory.

**Tata Consultancy Services
Meltron**

**1990 – 1995
1987-1988**

EDUCATION

- Executive MBA: Kellogg School of Management, Northwestern University
- M.S. Production Engineering & Industrial Management, Bombay University
- PMP: Project Mgmt Institute

NON-PROFIT/VOLUNTEER WORK

- Boy Scouts of America: Counselor & Committee
- American Youth Soccer Organization: Coach
- Big Brother Big Sisters, Aurora, IL: Governance, Strategy and Fund raising
- Kellogg Alumni Association: Community events