**SUMMARY**

Exceptionally well-qualified Senior IT professional with technical skills and a passion for resolving complex problems or business challenges through innovation. Over 25 years of progressive experience in product, program, project management, leadership & business analysis covering full life cycle application development & integration.. Successfully delivered various complex cross-functional IT projects in the business application, Data Analytics, infrastructure, Data Center, Process Management / Governance areas using Waterful and Agile methodologies. Strong communication skills and ability to convey complex technical concepts and solutions to technical and nontechnical audiences. Created project metrics and presented them in the Steerco meetings.

**AREAS OF EXPERTISE**

Enterprise IT Enterprise Tools & Applications

Product, Program & Project Management Business Partnership & Collaboration

Strategic Planning and Execution Working with Global Cross Functional Teams

Forecasting, Budgeting & Cost Controls Operating System, Scripting & Databases

**RELEVANT PROFESSIONAL EXPERIENCE**

* Extensive experience in managing and successfully delivering IT projects for businesses over the course of 20 years
* Spent 8 years working in a consulting firm

Comprehensive knowledge of the software development lifecycle

**NetApp, Sunnyvale, CA** **Apr 2011 - Present**

Performed different roles as Product, Environment, Project, Service Delivery Manager and SAP Platform Architect.

Published a white paper “*SAP HANA Data Protection Made Better*” using NetApp storage technologies as part of NetApp on NetApp program in Jul 2020 and received accolades from the user community (<https://netappit.com/news/wp-content/uploads/2020/10/SAP-HANA-White-Paper_Final-WP-7331-0820-v2.pdf>). Also, presented above topic in a webinar hosted by NetApp as part of marketing their storage capabilities to the customers and distributers and it was well received (<https://www.youtube.com/watch?v=nQ5flpTi2-w>)

Selected Contributions / Projects:

* **Product Manager**
  + **API Management and Governance:** Responsible for delivering best practices for creating API specifications that conform to OAS 2.0/3.0 standard and governance to ensure established processes are followed. This initiative necessitated understating gaps in current process, identify tools to empower API architects to deliver the scope and update management with adoption metrics. Project to go live in June 2022.
  + **SAP HANA Platform**: Optimized landscape that reduced MSP support cost, performed upgrade, streamlined usage, implemented good practices and identified areas to further enhance capability.
* **Project Manager**
  + **HANA Hardware Replacement** : Played dual role of product & project manager and was responsible for sizing hardware, engaging with hardware vendor in the selection of hardware, delivery of right solution option to provide a resilient platform for redundancy & high availability. Engaged cross functional teams for testing the platform and collected metrics that are critical for sign-off.
  + **SAP CRM Upgrade** : Responsible for coming up with project cutover tasks that involved cross functional teams in a timely manner and executed the plan with NO incidents.
  + **HIO Data Center Move**: Migrated CRM & quoting business applications from Sacramento Data Center to Hillsboro Data Center as part of Enterprise Initiative
  + **Quarterly Scalability**: Led the project team on quarterly scalability / stability initiatives within Quoting, SAP CRM, MDM & ERP applications
  + **Techical Upgrade to HR systems:** Led the project team to upgrade Oracle DB from 10g to 11g of HR Systems
  + **Scalability to support acquisition**: Led the Project Team to migrate ERP servers to a different hardware to provide adequate computing power as part Engenio Acquisition Initiative
  + **Other Projects**: Led numerous small to medium projects during this period in ERP, Quoting & MDM areas
* **Service Delivery Manager** 
  + Played a critical role in the adoption of Ideation/Demand modules of Service-Now in platform team
  + Delivered comprehensive end-to-end application provisioning & de-provisioning process
  + Improved quality in incidents data of IT to identify opportunities for optimization
  + Played a key role in the vendor transition of Quoting Sub Production support functions from contract negotiation to transition; devised & executed transition plan for successful delivery
* **Environment Manager**
  + **Enterprise Swim Lanes:** Managed and maintained Enterprise Refresh Cadence for or major biz applications. Delivered self service portal Delivered self service portal to provide rich visual experience.
  + **SAP C4C**: Devised swimlane strategy for the impacted connected applications to support development and QA teams and managed / delivered timely refreshes as per plan

**HCL Technologies , Cary, NC Jul 2010 – Mar 2011**

Engagement Manager

Charged with multiple responsibilities to lead product development of iGOVERNTM Unemployment Insurance solution which is being implemented at Virginia Employment Commission (40M modernization project), deliver iGOVERN™ Complaint & Quality Management solution for state agencies and provide pre-sales support to promote these solutions.

**Telogy LLC, Union City, CA**   **Jan 2007 – Jun 2010**

Senior Manager IT

Responsible and accountable for managing multiple projects directed toward strategic business and organizational objectives. Devised roadmaps to translate business strategy into IT strategy and led design, implementation, and maintenance of information systems. Managed department budget. Interacted with statutory audit team to demonstrate compliance of I.T. policies and procedures.

Selected Contributions / Projects:

* Headed a transformation project to reengineer entire ERP/CRM modules that complied with European standards and integrated U.S. and Belgium Divisions as part of one corporate IT solution using Microsoft .Net Technologies. Implemented system in a record time of six months which produced 30% growth in rental revenues.
* Developed and implemented automatic posting of intercompany transactions between US and Belgium divisions as part of process enhancement in a record time of 4 months.
* Envisioned and developed an interface to capture budget of US & Belgium divisions, compare with various scenarios and move finalized version to ERP.
* Converted character-based reporting to rich GUI reporting using Crystal Reports 11
* Headed KPI implementation including data warehousing and business intelligence capabilities using COGNOS in Sales, P&L, Billing, and IRR of product investments. Investment decisions based IRR analytics improved rental utilization from 60% to 65% in six months.
* Redesigned company’s extranet for rich look and page optimization in an effort to generate more business leads. Lead generation improved by 20% and close ratio by 10%.
* Developed and implemented complex rental/leasing billing functionality which is configurable and incorporated as part of billing modules of both US and Belgium divisions.
* Implemented GetPaid for collectors. Later on, created a system using MS .Net technologies that not only incorporated GetPaid functionalities but enabled multi-currency and multi-language capabilities. This system replaced GetPaid.
* Interacted with HR and designed & implemented Time card tracking system for global teams and provided data exports for respective payroll processing agencies
* Interacted with E&Y and BDO external audit teams for IT compliance audit

***Previously worked at* eCycle Inc, *HCL Technologies America, Tata Tea Limited and HCL Technologies.***

**EDUCATION**

BA Economics with Honors, University of Madras, India 1981-1984

Diploma in Software Engineering, NIIT, India 1984-1985

Certificate, Project Management and Project Leadership , UCSC 1999

PMP Certification 2010

ITIL Certification 2020

**Honors and Awards**

* Recognized 4 times (FY14, FY15, FY19, FY22) by CIO, NetApp
* Achieved “2007 Presidential Service Award” at Telogy for providing accurate and timely assistance to the audit team in the company’s financial restructuring process
* Achieved “2009 Chairman’s Award” for envisioning and implementing a debt collection system (GETPAID) at Telogy which reduced outstanding receivables from $2M to $500K in five months
* Selected to join “AAA - Elite Club” founded by Chairman, HCL Technologies America to recognize outstanding performers in 2000 for exceeding revenue goals and maintaining customer satisfaction
* Encouraged best practice in project management and consulting excellence resulting in winning “1994 Datamation Quest Award” for Quality & Excellence in Service and Training.