

Client Information

Summary of Qualifications

I transform IT SaaS business operations based on knowledge of process architecture, achieving optimal outcomes by encouraging a mindset that adapts to continual change and fact-based decision-making. My leadership strategy is to build teams with diverse talent and experiences, empowering each member to realize business objectives, while driving accountability.

Selected Accomplishments

- Won “Think Like a CEO,” “X-Factor,” and North Carolina Technology Association awards for “Annuity Coverage Workspace” - initiatives that identified over \$4B in new business opportunities
- Migrated 130 applications in only 6 months, earning Gold certification from Cisco for Continuous Delivery Implementation
- Propelled first-pass accuracy to 99.5% by leading software publishing re-architecture, which provided users end to end visibility
- Reduced project stabilization time and cost by 50%, while increasing output by 25% through metrics-based incentives, automated testing, and Agile methodology
- Ran Cisco’s Metro Virtual Data Center supporting 100% of sales revenue (and instrumental in closing several large telecom sector opportunities), requiring 99.99% uptime
- Reduced annual operating costs by 11% Y-O-Y by eliminating security, resiliency and infrastructure issues from production
- Delivered *Guided Deal Registration*, the next-gen strategy that automated Cisco’s deal shaping, incorporating multiple channels and stakeholders, and compensation incentives
- Built Order Management web, xml, and EDI-based solution that handles \$1M in volume, providing front-end for funneling orders into ERP

Certifications

Project Management Professional (PMP), Scrum Master (Agile), SAFe Agilist, Data Science for Leaders (NC State University), Positive Psychology (UNC), Corporate Governance (Institute of Chartered Secretaries)

Professional Experience

Company Name

2001 – present

People Leader for Software Distribution Team

- Direct strategy and operations for 30-person global team responsible for software distribution and subscription renewals within the Cloud and IT domain – systems critical to company name’s position as industry leader
- Realized \$22M cost avoidance per quarter with task completion rate >95% from Software Center Application Suite
- Oversee annual budget of \$5M in order to implement enterprise applications and support services across Cloud and SaaS products
- Maintain mission to provide Agile-based Continuous Delivery Transformation, coordinating 4 functional groups within a matrix environment to manage projects, vendors, and pass security compliance audits
- Manage integration of acquired companies, conducting gap analysis, distribution logistics and resolving operational issues

- Address cyber-security compliance by participating in ISO audits and remediating gaps
- Conduct Basic Vulnerability Assessment and Deep Vulnerability Assessment testing, data privacy assessments, and penetration testing
- Work on data protection & data sovereignty, and privacy compliance initiatives
- Support regulatory compliance with strong (k9) encryption and End User Licensing Agreement, developing list of embargoed parties
- Achieve average \$0.5M annual savings by standardizing project delivery operations
- Delivered PCI Compliance by integrating with Cybersource
- Promote “Best Place to Work” standard by leading Giving Back initiative, which raises thousands for charities

Program Manager – Commerce

- Responsible for end-to-end programs, application releases, infrastructure upgrades, and driving adoption of new systems by providing user support and incentives
- Supervised budget, resources and software to ensure consistency with stated goals
- Communicated execution status to project managers re: risk mitigation, deliverables, and issues-to-closure
- Analyzed post-production outcomes & ROI calculations

IT Architect Contractor

- Designed e-Commerce platform
- Addressed escalated technical issues
- Responsible for case management, production P1/P2 issue resolution, root cause analysis,
- Reduced cost by facilitating onshore – offshore interactions and knowledge transfer sessions
- Created foundation for Electronic Data Interchange (EDI) transaction processing

Audit/Compliance Competencies

ISO 27001, ISO9000 series (specifically 9001), Sarbanes-Oxley, Cisco’s EULA, BAVA & DAVA

Technology Skills

Programming: Java, J2EE, javascript, jquery, d3, SQL, PL /SQL, R, HTML, C++

Continuous Delivery: BitBucket, Jenkins, Artifactory, IBM Urban Code

Software : MS Office suite, Visio, Smartsheet, Oracle ERP, Salesforce, Business Objects, SAP Hana

Education

MBA – Management Information Systems (cum laude)

University of Pune (India)

Bachelor of Civil Engineering (cum laude)

Government College of Engineering (India)