

Arun Kumar Pathak

EH1/402, Eldeco Utopia, Sec-93A,

Expressway, Noida, Uttar Pradesh (201301), India

phone : +91-9953434514, e-mail : akp_pathak@yahoo.com

Career Profile

Extensive cross cultural and global experience of ~19+ years in Consulting, Program / Account & General management for diversified domains in IT space. Successful stints in Program start-ups, end-to-end Program management. Excellent track record in Customer management, Relationship building, Team management. Completed Leadership & General Management Program from INSEAD France/Singapore. Alumni of INSEAD & IIT.

Professional Experience

- On Career Break India, New Zealand
- Grid Infocom Pvt Limited India
- Amdocs India, USA, Israel
- Xansa (now known as Steria) India, UK
- TCS - Tata Consultancy Services India, Brazil, USA, UK, Hong Kong
- Advance Infosystems (Own IT venture) India

Worked on:

- Domains : Telecom, Banking, Finance & Insurance, Health Care
- Global Clients : AT&T, Vodafone, JP Morgan, AXA , GE Rail Car, Bank of Bermuda, Eli Lilly
- Technologies : Mid-range & Open Systems

Nov'13 – till date On Professional Career Break India, New Zealand

Venturing into following areas

- Mentoring “Process Improvement Initiative” for re-evaluating & streamlining the processes for Pre-Sales (Contract Preparation, Estimations, Risk Mgt), Program Management & Control, SDLC, Training & Retention for a ~150 member & ~5 years old IT organization
- Successful set up of a franchisee unit for Garment and Footwear Retail in India : Operational
- Setting up a franchisee coaching institute for Engineering & Medical in partnership in India : In progress

Jun'13 – Oct'13 Grid Infocom Pvt Limited, VP - Business Solutions India

- Business Unit Head, primarily into Solutioning & Implementation of ‘Contact Centre Optimization’ (for product ‘Open Span’). Market focus South East Asia Region
- Owned & successfully stabilized Pre-Sales, Management & Delivery, Operations, P&L and Training processes

Jul'07 – Jun'13 Amdocs India, USA, Israel

Jul'09 – Present

Customer Operations Manager

India, USA

- Led ‘Customer Care & Billing’ portfolio for AT&T, USA, with a team of 10 managers & ~150+ resources India, ODC worth USD 10 million, maintenance and enhancements for ~50+ critical applications
- Successful setup & growth of account with ~30 resources, ramped-up the team by ~5 times in 3 years
 - Led the Customer Satisfaction initiative, got it improved drastically (3.0 to 4.5 on scale of 5)
 - Actively participated in ‘Lean’ implementation initiative, accrued ~15% of budget savings in FY11-12 by identifying & reducing the waste, restructuring of process & teams, cross trainings
 - Contained the attrition level to <~10%, by creating growth opportunities, high employee care & engagement
 - Achieved the status ‘Preferred partner’ for Amdocs India with COE in Mainframe & Open system technologies
 - Planned and successfully executed “Solution Architect” role transitions from US to India team (10 member team)

Sep'08 – Jun'09

Account Head & Integration Manager

India

- Led Vodafone, Hungary account for Billing & Customer Mgt applications with team of 2 managers & ~25 resources
- Started the account from scratch at Gurgaon, India development centre
 - Core team member for preparation & negotiation for ‘MSA – Master Service Agreement’ for Vodafone Europe. SLA Led various new business proposals, project execution & deliveries from India
 - Ensured the Business Continuity, SLA compliance, Quality deliveries with excellent Customer satisfaction

Jul'07 – Aug'08

Delivery Manager

India, USA, Israel

Successfully managed the critical releases for 'OMS - Order Management System' for AT&T, USA, with the team of ~27 resources.

- Led the first ever implementation of 'TOC - Theory of Constraints' to Plan, Execute & Monitor the deliveries in Amdocs (Detailed planning for WBS, Estimation, Critical Chain, SDLC schedule and final implementation)
- Accrued savings of ~10% on allocated budget 'TCO - Total Cost of Ownership' to Amdocs through proactive planning & continuous monitoring using 'TOC' approach of project planning, monitoring & implementation
- Got excellent Customer feedbacks for high on quality & on-time delivery

Mar'05 – Jun'07

Xansa, Sr. Project Manager

India, UK

Led the flagship CRM programme ('3CD'-Chordiant Customer Desktop) for Barclaycard,UK, to replace their legacy application with state of art technology using Chordiant, for ~1500 users in contact centres at Manchester & Teesside, UK.

- Complete setup and ramp-up of ODC team of ~50 resources within ~3 months
- End-to-end responsibility for Design, Development, Test & final Implementation
- Highly successful in meeting Barclaycard's expectation for good Quality, within Budget & Timely delivery. Received high accolades from top Management of Barclaycard & Xansa
- Set-up the CRM domain expertise at organization level & showcased the success story of programme model to potential Customers in CRM domain. Added new Customers & Projects in this domain

Jun'94 – Feb'05

TCS, Associate Consultant

India, Brazil, USA, UK, HK

- Graduated from a developer to leading projects & teams. Led variety of projects successfully for key customers - JP Morgan, Bank of Bermuda, Eli Lilly, GE Rail Car & AXA Insurance
- Active participation in CMM & PCMM level 5 compliance & implementation
- Learned and acquired global work experience while working in Brazil, USA, UK & Hong Kong
- Worked extensively on end-to-end software Project life cycle, Customer & Team management
- Led the Y2K transformation for Bank of Bermuda, Hong Kong. Received high appreciations by client CEO. Got 2 year contract extension for their banking application enhancement

Apr'93 – May'94

Advance Infosystems (Own venture)

India

- Set up a computer educational institute for computer fundamentals, language training & software projects
- Trained ~100 students in computer languages (C, FORTRAN, BASIC etc). Developed few internal projects for Student enrolment, Class scheduling & Fee management
- Shelved it by mid'94 due to unsustainable growth, unfavourable & nascent market conditions

Scholarship & Awards

- 3CD programme featured in Xansa's COO appreciation & monthly newswire for being best programme
- North zone topper of GATE'91. Got admission & scholarship in M.Tech course at IIT Kharagpur

Other Experiences & Interests

- Presented the topic "Why Projects Fail & How To Avoid" at PMI, North India Chapter
<http://www.pminorthindia.org/Events/PMINIC/2011-Feb-11-NTPC.aspx>
- Actively involved with 'Anubhuti Sewa Samiti' a NGO in the field of Health Care & Education in North India
- Keen lawn tennis player

Personal Details

Date of Birth : 29-Oct-1968

Academics & Certifications

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| • Jul'13 | Leadership & General Mgt Programme (ILPSIE) | INSEAD Singapore/France |
| • 1993 | M.Tech (Computer Science & Data Processing) | IIT Kharagpur, India |
| • 1991 | M.Sc (Applied Maths) | IIT Roorkee, India |
| • 2007, 2000 | PMP, CQA certified | PMI, QAI |