

# Arun Kumar Pathak

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## Career Profile

Extensive global & cross cultural experience of ~19+ years in Consulting, end-to-end Program / Account management for diversified domains in IT space. Successful stints in Program start-ups, end-to-end Programme management. Well appreciated track record in Customer centricity, Relationship building, Team management.

Briefly ventured into setting up own business in Retail & Education sector. Completed 'Leadership & General Management' program from INSEAD France/Singapore. Alumni of INSEAD & IIT.

Looking forward to make a comeback to corporate world.

## Professional Experience

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|-----------------------------------|-----------------------------------|
| • 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             | India                             |

Worked on:

- |                |   |
|----------------|---|
| ○ Domains      | : Banking, Telecom, Retail, Finance & Insurance, Health Care              |
| ○ Clients      | : JPMorgan, Barclays, Bank of Bermuda, AT&T, Vodafone, GE Rail, Eli Lilly |
| ○ Technologies | : Mid-range & Open Systems  |

Nov'13 – till date	On Professional Career Break	India, New Zealand
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Ventured into following areas

- 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
- Process Consulting & Mentoring – Driving the '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

Jun'13 – Oct'13	Grid Infocom Pvt Limited, VP - Business Solutions	India
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- BU Head for Solutioning & Implementation of 'Contact Centre Optimization' program (product 'Open Span'). Market focus - South East Asia
- Owned P&L, stabilized Pre-Sales, Delivery management & Training processes successfully

Jul'07 – May'13	Amdocs	India, USA, Israel
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<u>Jul'09 – May'13</u>	<u>Customer Operations Manager</u>	<u>India, USA</u>
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Led 'Customer Care & Billing' portfolio for AT&T, USA, with a team of 10 managers & ~150+ resources at India, ODC worth USD 10 million, replacement, enhancement and maintenance for ~50+ business critical applications

- Setup & grown the account to ~ 5 times in 3 years (started account ~30 resources)

- Led the following process initiatives
  - ‘Customer centricity’ - got CSI improved drastically (from 2.5 to 4.5 on scale of 5)
  - ‘Lean’ implementation, accrued ~15% of budget savings in FY11-12 by identifying & reducing the waste, restructuring of process & teams, cross trainings
  - ‘Capability Building & Knowledge Transition’- Successfully executed ‘Solution Architect’ role transitions from US to India team (build up a 15 member team in various technologies & sub-domains)
- 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

**Sep’08 – Jun’09**                      **Account Head & Integration Manager**                      **India, Hungary**

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
- Part of strategic and contract management core team – formulated & negotiated for ‘MSA – Master Service Agreement’ of Vodafone Europe. Led various other 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 ~30 resources.

- Led the first ever implementation of ‘TOC - Theory of Constraints’ to Plan, Execute & Monitor the deliveries in Amdocs (Did a detailed planning & execution for WBS, Estimation, Critical Chain, SDLC schedule, Development, Testing and 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.

- Owned the 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 great Quality, within Budget & Timely delivery. Received high accolades from top Management of Barclaycard & Xansa
- Set-up the CRM COE 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 process 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 from client CEO. Got 2 year contract extension for their banking application enhancement

- Setup 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 & organization's monthly magazine for being the best programme
- North zone topper of GATE'91. Got admission & scholarship in M.Tech course at IIT Kharagpur

### **Other Experiences & Interests**

- Delivered a session at PMI, North India Chapter - 'Why Projects Fail & How To Avoid'  
<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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|--------|---|---------------------------|
| • 2013 | 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 | PMP   | PMI                       |
| • 2000 | CQA   | QAI                       |