

Executive Briefing

- **Multi-faceted executive with 21+ years of diverse technology and business expertise in fast-paced environments delivering business value and service excellence for federal, state regulatory agencies and fortune 100 companies.**
- **Valued partner, providing business consultation and strategic leadership** with a track record for building high-performing teams and leveraging strategic sourcing to solve complex business problems, **improve time-to-market value and drive thriving customer engagement.**
- **Proven track record includes successful on-time and within budget delivery of large, complex, and cross functional programs to ensure investment of approved funding, more than \$150 million, accomplished strategic business objectives, and produced ROI's as intended.**
- **Transformational thought leader that drives a sustainable and safe culture of innovation, experimentation, and failure; resulted in pioneering of many new technologies in the field of advanced analytics, data and digital solutions.**
- Received numerous All-Star awards for end-to-end success in developing strong business partnerships, extensive experience in identifying new opportunities, proposing **custom-tailored solution proposals (RFPs), securing massive contracts, delivering high-impact game changers and establishing CODE (Center of Data Excellence) at multiple client locations.**
- Strong problem-solving skills with abilities to translate a vaguely defined business problem into digital and analytical solution framework.
- Successfully managed **complex digital experience/transformation programs and projects from inception to completion including the launch of latest WCAG 2.0/ADA compliant website and next generation iOS and Android mobile apps as part of Digital Experience portfolio.**
- **Managed the end-to-end delivery of mobility programs, including planning, implementation, and ongoing operations, to enable seamless and efficient mobility experiences for Members.**
- **Implemented Agile SAFE methodology to transform traditional waterfall development processes, resulting in a 70% reduction in time-to-market and a 25% increase in customer satisfaction (NPS).**
- **Industry experience includes Blockchain, Metaverse, NFTs, Wireless, Telecom, Entertainment, Dotcom, Mobile Apps, Mortgage, Banking, Finance, Health Care, and Life Sciences.**
- Experience managing projects that involve **Azure and AWS cloud solutions including DevOps** for project management, including the ability to manage work items, sprints, and backlogs.
- **Leading programs and projects using the PMI's Project Management Body of Knowledge (PMBOK) principles and practices including the State of Texas project delivery framework.**
- **Led end-to-end implementation of Identity and Access Management (IAM) initiatives, ensuring alignment with business objectives, regulatory requirements, and industry best practices.**

Core Expertise

- **Organizational Leadership | Strategy & Innovation | IT Governance | Delivery Excellence**
- **Decision Making | Dynamic Executive Presentations | Process & Organizational Efficacy**
- **Data Analytics | AI & Machine Learning | Chatbots | Big Data | Business Intelligence**
- **Digital Experience & Transformation | IT Service Management (ITSM) | Systems Integration**
- **Enterprise Program Management | Product Development | Scope & Change Management**
- **Budget Management | Risk Management & Mitigation | Resource Capacity Utilization**
- **Mergers & Acquisition | Contract Negotiations | Vendor Management | Out-sourcing**
- **State of Texas Project Delivery Framework templates such as TAC 216 and TAC 2054.003**

Technical Skillset

- **Blockchain | Digital Assets | Sitecore | Backbase | SAP – FI, CO, SD, MM, PP | S/4 HANA**
- **Responsive Web | Mobile Apps | Clarity | ServiceNow | EPIC | ETL | Big Data | Hadoop**
- **AWS | Azure | Azure DevOps (TFS) | Docker | Kubernetes | Mesos | GIT | Subversion**
- **Oracle Cloud | TIBCO | Salesforce | Microsoft Dynamics | Comburent | Pega DSM**
- **Office 365 | Microsoft Office Suite | Visio | Adobe Workfront | Hyperion | Jira | Coupa**
- **IBM Identity Security Access Manager | Shape Security | Cloudflare | Key Cloak | BioCatch**

Education / Certifications

- **Project Management Professional (PMP) | Certified SAFe® 5 Agilist | Certified ScrumMaster®**
- **Bachelors in computer science & engineering, Acharya Nagarjuna University, India**
- **Executive MBA F-12, IT Business Leadership, NYU School of Business, USA**

Accolades / Awards

- **F-12 All Star Award | IT Super Star Award | ‘Outstanding Leader’ award by CEO of DIRECTV**

Professional Experience

SchoolsFirst Federal Credit Union, TX - Remote

(Federal / State)

Consultant / Sr. Program Manager / PMO Lead

Feb' 16 – Present

- **Demonstrated success engaging at C-Level leadership and playing advisory role for SVPs in developing program governance methodologies, building high-performing teams and expediting time to market value.**
- **Successfully managed complex digital experience/transformation programs and projects from inception to completion including the launch of latest WCAG 2.0/ADA compliant website and next generation iOS and Android mobile apps as part of Digital Experience portfolio.**
- **Designed and implemented secure file upload protocols, ensuring compliance with data privacy regulations and optimizing user experience.**
- **Spearheaded the development and integration of RESTful APIs to facilitate seamless communication between disparate systems, enhancing operational efficiency.**
- **Managed cross-functional teams to execute system integrations, enabling real-time data synchronization and reducing downtime during transitions.**
- **Established the best practices for data exchange, including Extract, Transform, Load (ETL) processes, to ensure accuracy and reliability in data transfer.**
- **Developed robust monitoring and error-handling mechanisms for data exchange methods, minimizing risks and ensuring business continuity.**
- **Managed the end-to-end delivery of mobility programs, including planning, implementation, and ongoing operations, to enable seamless and efficient mobility experiences for Members.**
- **Led the implementation of new digital platforms, including content management systems and marketing automation tools that increased website traffic and generated leads/sales.**
- **Led end-to-end implementation of Identity and Access Management (IAM) initiatives, ensuring alignment with business objectives, regulatory requirements, and industry best practices.**
- **Orchestrated cross-functional teams to develop and execute IAM strategies, encompassing Single Sign-On (SSO), Multi-Factor Authentication (MFA), and access governance frameworks, resulting in strengthened security posture and streamlined access controls.**
- **Spearheaded ongoing monitoring, evaluation, and optimization of IAM systems and processes, leveraging data-driven insights to proactively identify vulnerabilities, address security gaps, and continuously improve IAM capabilities.**
- **Accountable for delivering initiatives ranging up to 84 million USD and mobilizing a diverse and geographically dispersed team (135+ professional resources) across USA, Europe and Australia).**
- **Implemented Agile SAFe methodology to transform traditional waterfall development processes, resulting in a 54% reduction in time-to-market.**

- **Developed and implemented COTS procurement and implementation strategies** to streamline the process and improve efficiency, **resulting in net savings of \$12.69 Million for CU Members.**
- **Oversaw the implementation of mobile device management (MDM) solutions, such as Advanced Device Identification, Enhanced Device Binding and Light-weight Device Management etc.**
- **Integrated COTS products and services to create a seamless migration path to move from a widget-centric approach to a holistic journey-centric architecture using the Angular framework.**
- **Using PPM tools such as Adobe Workfront and ServiceNow to manage project artifacts and track progress, improve transparency and reduce communication overhead.**
- **Evaluated project outcomes against predefined success metrics and key performance indicators, leveraging insights to inform future project initiatives and drive continuous improvement efforts.**
- **Championed a culture of innovation and excellence within the project team, fostering collaboration, knowledge sharing, and professional development opportunities.**
- **Managed the end-to-end delivery of multiple Azure-based projects and Azure cloud migrations.**
- **Collaborated closely with compliance officers and legal teams to interpret and implement complex regulatory requirements, resulting in compliance across all operational areas.**
- **Established and nurtured positive relationships with federal and state regulatory agencies, fostering open lines of communication and proactive engagement on regulatory matters.**
- **Facilitated on-site visits from NCUA regulatory examiners, addressing inquiries and providing requested information promptly and accurately.**
- **Ensured that all required documentation, such as annual reports and financial statements, met the standards specified by regulatory bodies.**
- **Prepared and submitted accurate and timely regulatory reports and filings to NCUA and state agencies, maintaining meticulous records of compliance activities and evidence.**
- **Collaborated with risk management teams to integrate compliance considerations into the overall risk management framework of the Federal Credit Union.**
- **Secured funding through grants and managed grant programs to support California State CPEC initiatives. Ensured compliance with relevant state and federal legislation, monitoring changes in laws and regulations affecting higher education.**
- **Implemented quality assurance measures to ensure the effectiveness and integrity of California State CPEC programs and initiatives.**
- **Gathered feedback from stakeholders and conducted program evaluations to continuously improve California State CPEC initiatives.**
- **Stayed abreast of federal and state regulations, industry trends, emerging technologies, and best practices, actively participating in conferences, webinars, and professional networks to drive innovation and stay ahead of the curve.**

AT&T / DIRECTV Inc, El Segundo, CA

(Entertainment / Wireless)

Director, Information Technology / Sr. Program Manager / Portfolio Manager

Jul' 08 – Oct'15

- **Led and coached Agile SAFe teams in the development of complex software applications, resulting in a 70% increase in operational efficiency (from 2,100 Offers to 3,600 Offers launched annually) and a 30% reduction in defects.**
- **Accountable for delivery of front-end apps and point of sale systems across SAP, Salesforce, Dotcom / Responsive, Mobile Apps, and CRM platforms; revenue exceeded \$1.53 Billion.**
- **Successfully implemented IP Incentive and Payback Modules, transactional & Composite rebates for Dealers & Field Agents (Callidus) and Supplier Payments (Counterpoint); systems processed payments more than \$10 Billion annually.**
- **Operationalized annual planning process for prioritizing and staging investments worth \$150 million to align with strategic business objectives and expectations for delivery.**
- **Successfully led the implementation of an enterprise resource planning (Oracle ERP Cloud) system, managing a cross-functional team of project managers, analysts, and technical experts.**
- **Managed vendor relationships, including contract negotiations, project milestones, and issue resolution, ensuring alignment with organizational goals and contractual obligations.**

- **Identified opportunities for continuous improvement and optimization of ERP processes, leveraging system capabilities, to enhance operational efficiency and drive cost savings.**
- **Represented AT&T in meetings and discussions with regulatory officials, advocating for the organization's interests and providing input on proposed regulations and policy changes.**
- **Successfully managed and coordinated regulatory examinations and audits conducted by federal and state agencies, ensuring all necessary reports and data were prepared and accessible.**
- **Led the development and enhancement of internal policies, procedures, and controls to align with changing regulatory requirements from Federal Communications Commission (FCC), minimizing compliance risks and ensuring operational integrity.**
- **Conducted thorough risk assessments to identify potential regulatory risks and issues, implementing mitigation strategies to proactively address and mitigate compliance challenges.**
- **Organized and conducted training sessions for employees at all levels to promote awareness of regulatory requirements, foster a culture of compliance, and report compliance issues.**
- **Monitored changes in federal and state regulations affecting the media and telecom industry, assessing the impact on operations, and spearheading policies and procedures.**
- **Addressed non-compliance issues promptly and implemented corrective actions.**

Client: Assurant Specialty, Tustin, CA

(Banking and Mortgage)

Consultant / Program Manager

Jul' 07 – Jul' 08

- **Contributed to the development and improvement of Agile practices and standards within the organization, sharing best practices and lessons learned.**
- **Facilitated Agile ceremonies, including daily stand-ups, sprint planning, and retrospectives, to ensure team alignment and continuous improvement.**
- **Led Business Process Improvement (BPI) and Business Process Re-Engineering (BPR) sessions to identify the system's 'AS IS' and 'TO BE' business models.**

Client: ADP Inc, San Dimas, CA

(Finance / Payroll)

PMO Consultant / Sr. PM

Feb' 07 – May' 07

- **Led design and development phases for consolidating payroll services into model driven services.**
- **Collaborated with Product Owners and cross-functional teams to define and prioritize product backlogs, ensuring that work was aligned with business objectives and customer needs.**
- **Used Agile tools such as JIRA and Kanban to manage project artifacts and track progress, improve transparency and reduce communication overhead.**
- **Coached and mentored team members on Agile/Scrum principles and practices.**

Client: HealthCare Partners, Torrance, CA

(HealthCare / Billing)

Consultant / Project Manager

Oct' 05 – Jan' 07

- **Successfully implemented Physician Information Portal, an electronic health record system for all facilities including IPAs, doctor offices and hospital affiliations.**
- **Collaborated with stakeholders from various departments, including COO's office, Records Management, Billing Operations, Audit & Compliance, Hospital Administration, Finance & Accounting, Sales & Marketing, Member Service etc., for business requirements and UAT testing.**
- **Served as an IT Management liaison for the PIP-EHR system, for all business clients.**
- **Led reengineering and streamlining of SOPs to comply with the HIPAA policy and HHS standards.**
- **Spearheaded the optimization of PACS workflows, reducing image retrieval time by 30% and enhancing overall departmental productivity, leading to a more efficient patient care process.**
- **Led the expansion of the PACS network to satellite clinics and remote facilities, enabling remote image access and telemedicine capabilities, resulting in improved patient care and accessibility.**
- **Developed and executed comprehensive training programs for radiologists and clinical staff, enabling a smooth transition from traditional film-based imaging to digital PACS.**
- **Led the PACS upgrade project, migrating to the latest version, enhancing image quality, and introducing advanced visualization tools to support accurate diagnoses.**