

# SRAVANA KUMAR CHEMBETI

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## SUMMARY

Highly Accomplished, Customer-Focused, and Profit-Driven Senior Vice President of Information Technology with over 24 years of global experience (USA, UK, Middle-East & India) Managing Global IT Operations, Application Management, Projects, Cloud Operations (iPaaS, SaaS), IT Security, and Business IT services. Held leadership positions at Accenture, Vodafone Group (Europe), and SLK Global Solutions, performing customer-facing roles for globally outsourced IT engagements with international IT operations. Key skills include business strategy and strong business acumen fostering customer satisfaction. Proven expertise in managing IT compliance and audit projects for ISO 27001/2 and its derivatives (HITRUST, Shared Assessment), SOC 1, SOC 2 Security Trust Principle Audit, and compliance with PCI DSS, GDPR, HIPAA, and SOX

Managed Cloud Security (AWS, Azure) and led Business Continuity (BCP) and Disaster Recovery process (DRP). Directed IT Transitions from onshore (USA & UK) to offshore delivery centres in India and Implemented technology-based solutions using COBIT-5 and ITIL-V3 framework.

Flexible People and Technology leader with an outstanding career track working with Multinational IT Organisations and stakeholders across USA, EMEA and APAC

Expertise in setting up and leading teams that can perform in complex IT scenarios and supporting business-facing services, covering the entire value chain of the organisation.

- *Achieved a CSS (Customer Satisfaction Survey) score of 7/7 for multiple engagements at Accenture*
- *Proficient in People Management; Achieved a leadership score of 4.6 on a scale of 5 at Accenture*
- *Recipient of "Accenture Celebrates Excellence" Award at Accenture*
- *Supervised 6 direct reports (3 remote) with team sizes greater than 200+ FTEs*

## EXPERIENCE

### **Vice President, Information Technology, 10/2019 - Current Global IT Consultant - Bangalore, India**

- Providing IT Services to Startup companies and corporates
- Evaluation of Cloud Technologies and Services for IT Companies, helping IT decision-makers regarding prefabricated and modular data centres and the benefits of opting for a 3rd party software vs having an in-house solution
- Helping global IT firms with the process and challenges related to technology transformation and help them understand more about the outsourcing behaviour for digital and product engineering services (UI/UX, mobile app Optimisation/Improvements, development, analytics, data engineering, etc.) and differences among niche digital players (like Globant & EPAM, etc.)

## CONTACT

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## SKILLS

- IT Governance & Leadership
- Portfolio and Finance Management
- Policy and Procedure Development
- Budget Administration and Forecasting (P&L)
- Client Relationship Building
- Account Management
- Risk Management
- Strategic Planning
- Staff Development
- Team Leadership
- Coaching & Mentoring
- Process Optimisation and Improvements
- Performance Monitoring and Evaluation
- Partnership and Affiliations
- Decision Making



**Vice President, IT Infrastructure, 06/2018 -09/2019**  
**SLK Global Solutions - Bangalore, India**

- Accountable for Service Availability, Customer Satisfaction and Integrity of the US Banking and Mortgage Services spread across USA, Philippines and India (Bangalore, Pune & Kolhapur)
- Closely worked with customers to understand the requirements related to their core business and implemented robust solutions to support their goals and overall objectives
- Overall responsibility for Compliance with US Regulatory framework related to the Banking domain, Information Security and PCI compliance for the Services managed
- Managed a team of 60+ Service Operations FTEs with 2 Direct Reports at Product director level
- People management responsibility included organization review, hiring, retention, promotion, skill development, performance reviews and appraisal
- Implemented Microsoft Office 365 and offered as a SAAS (Software as a Service) model for email, calendaring, and office tools
- Responsible for maintaining Revenue targets and P&L for the IT service Line
- Actively managed & collaborated across multiple vendors and customers
- Responsible as the final service escalation point and decision making for internal & external stakeholder resolutions
- Ensured high collaboration cutting across CIO, and CTO organisations
- Daily interactions included close coordination between engineering, service delivery & business organisations
- Successfully created and implemented the RACI Organization matrix for better collaboration between different geography locations and delivery teams.

**AVP-Emerging Technologies, 06/2015 -05/2018**

**Vodafone Group (Captive) - Pune, India**

- Managed four Towers (Networks, Product Development, Data Analytics and API Factory) providing IT shared services to 23 global Vodafone group companies spread across Europe
- Enhanced Customer Experience by working closely with the UI/UX (User Interface/User Experience) teams
- Contributed to increase in revenue for the Customer by improving the rate of customer visits to purchases
- Maintained Revenue targets and P&L for the IT service Line
- Built the Data Science team comprising of highly talented Data Scientists with Big Data and Hadoop experience and further enhanced their capabilities
- Analyzed a wealth of data present in the Hadoop clusters running CDH4.5.0 (Cloudera Distribution including Apache Hadoop, version 4.5.0)
- Created reports using Tableau to better understand consumer behaviour, identify shopping patterns, customer preferences etc., and devised targeted marketing strategies for improving the overall customer experience
- Implemented the 'DevOps' Model to provide close collaboration between IT Application, Infrastructure and Development teams, contributing to improved customer experience
- Created Standard operating procedures (SOPs) to help ensure consistency and quality of services provided to Vodafone customers
- Implemented 'SAP Business Objects BI' to allow business users to view, sort and analyze business intelligence data
- Leveraged expertise to help organisations define their Technology Roadmap, Optimise Productivity and costs with evolving technology trends of RPA (Robotics Process Automation), Big Data Analytics and IoT (Internet of Things).

## **Vice President-Technology, 09/2004 -05/2015**

### **Accenture Services Pvt Ltd - Bangalore, India**

- As a member of the Leadership team at Accenture, Managed Customer facing roles for Globally Outsourced IT Engagements, with International IT Operations. Spearheaded future technology innovations and directed technology support and systems integration. Provided intensive project and solutions training for team members. Supervised six direct reports (three remote) with team sizes exceeding 200+ FTEs.
- Closely worked with the Customer to understand the business requirements related to their entire IT infrastructure, Cloud, SaaS and core business systems, including the network (WAN, LAN, CAN) and implemented robust solutions to support their goals and overall objectives.
- Contributed to Enhanced Customer experience by providing value added services to the Customer by way of Automation, resulting in a Customer Satisfaction Score of 7/7 for multiple engagements.
- Implemented state-of-the-art secure network architecture in the newly built data center for Accenture, hosting critical applications for various clients like Bank of America, Barclays, AT&T, and Starbucks
- Built a strong network team and implemented network management tools(Solar Winds)to monitor the network 24/7 . Hands on experience related to CISCO firewalls, VPN, IDS, IPS, Proxy, firewalls and Solarwinds.
- Improved employee IT Services delivery efficiency by 25% by consolidating full-time resources by a well-planned transition of core IT services into the IT India organisation from vendors and onshore business. Thus, eliminating a raise of 25% on people growth expenses
- Demonstrated managerial capability with year on year high employee engagement scores, rewards & recognition and employee development initiatives which directly converted to the lowest attrition of less than 3% in the organisation
- Provided Project Management and Continuous improvements, defined ITIL Project goals, managing resources, project time lines and lead multi- discipline teams while fostering input from various levels
- Experience with computer security protocols and Security Information Event Management tools (SIEM), Intrusion Detection & Prevention Systems (IDS/IPS), Firewalls & Log Analysis, Network Behaviour Analysis tools, Antivirus, Network Packet Analyzers and malware analysis. Monitored Security State and managed continuous monitoring
- As part of the client UAT (User acceptance test), conducted various penetration and vulnerability analysis tests and secured the systems from cyber-attacks. Wireshark used for Live capture and Network analysis.
- Managed Successful Transitioning of Services into the Global Shared Service centre
- Established a work culture which reduced the communication gaps between stakeholder expectation, internal IT & vendor engagements
- Key responsible for organisation review for the reporting structure creation, alignment, employee hiring, promotion and people development for the unit
- Managed a yearly IT budget spend of 20 Million USD consistently within the forecasted numbers.
- As part of the Quality Audit team at Accenture, conducted Quality Audits and risk assessments for various client infrastructure and provided recommendations for design changes as needed.
- Proficient in Contract, KPI, SLA & OLA management
- Successfully managed the following Internal and External Engagements for Accenture
  - AT&T Hosted Exchange - Murray Hill, NJ, United States of America
  - Starbucks Exchange - Shanghai, China
  - Microsoft Exchange Environment-Accenture India
  - Accenture Delivery Tools (ADT)-Cincinnati, United States of America:
  - CIO-ACIM (Accenture Change & Incident Management):

## **Senior Manager-Networks, 12/2003 -06/2004**

### **Affiliated Computer Services - Bangalore, India**

- Provided IT leadership for Network Support Services teams, supporting 15 individual SBU's (Small Business Units) comprising of IT, ITES (IT Enabled Services), Software Development, Call Center, BPO (Business Process Outsourcing) & Transaction processing

- Implemented the Help Desk to support the above environment consisting of 1800+ users and provided industry standard support by exceeding the SLA's agreed upon by the client
- Successfully rolled out the 250 seat capacity 'Global Services project' handling Finance and Accounting transaction process for the clients: General Motors and Gateway computer.

#### **Lead Systems Administrator, 06/1997 -07/2003**

##### **Electronic Data Systems(EDS) - Sunnyvale, California, USA**

- Provided IT Support Services for the EDS clients, based out of the client location
- Managed Technical support to over 600+ personnel at the client locations
- Built, Administered and Managed the Cisco Firewalls using the Pix device manager
- Provided a cost saving of \$72,000 per year to the company by implementing the VPN solution to provide remote network access to over 300+ clients, globally
- Implemented the web based MRTG system for Network Traffic Monitoring
- Implemented the Wireless LAN at the campus to provide system mobility to the customer
- Managed Technical, Administrative and Training support to a team of Service Desk administrators at the Hitachi Data Systems Account
- Managed specialized support to the VIP Staff at the campus and received recognition from the client for providing resolution to complex technical issues.

#### **Systems Engineer (Onsite @ United Saudi Commercial Bank) - 09/1994 -12/1996**

##### **Nahil Computer Corporation - Riyadh, Kingdom of Saudi Arabia**

- Coordinated and supported the Windows NT migration project for United Saudi Commercial Bank, by migrating the entire bank's network from Novell to Windows NT and provided network administration and support to over 300+ users of the bank.
- Configured the gateway services for NetWare to access the resources on the Novell servers and setup the SNA services to provide terminal emulation for the IBM Mainframe
- Installed and supported the signature verification systems for banking operations.

#### **Network Engineer - 04/1993 -08/1994**

##### **Sterling Computers Ltd - Bangalore, India**

- Coordinated local area network installations at client sites using Novell NetWare 3.1 and provided network support.
  - As a Programmer at Gokul Electronics from Aug 1991- Mar 1993, Performed component level troubleshooting and repair of computers and peripherals
  - Used an event viewer to view and manage the event logs for the system
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## **EDUCATION AND TRAINING**

**Bachelor of Engineering (Electronics & Communications)**  
University Of Mysore, India

## **PROFESSIONAL AWARDS AND ASSOCIATIONS**

Recipient of "Accenture Celebrates Excellence" Award at Accenture  
Member of "IT Quality Auditors" Panel at Accenture  
Linked Profile : <https://www.linkedin.com/in/sravana-k-c-14905544/>

## **CORPORATE TRAININGS**

Global Business & Anti Bribery laws  
Corporate Data Security  
Client Data Protection  
Business Ethics & Compliance

## **CERTIFICATIONS**

ITIL-V3 Certified  
(PMP) Project Management Professional

## **LANGUAGES**

**English:** First Language  
**Proficiency :** Proficient (C2)