

Kishore Chittella

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Education

Massachusetts Institute of Technology (Cambridge, MA)

Master of Engineering in Logistics, Supply Chain Management Program

06/2015

University of Waterloo (Waterloo, ON)

BASc. Systems Design Engineering (Honours), Minor in Management Sciences

04/2011

- Merit based international exchange at Nanyang Technological University, Singapore
- Awards: President's Scholarship, Ontario International Education Opportunity Award, Engineering Entrance Scholarship
- Activities: Director – Engineering Society, Director – Engineers Without Borders, Executive – UW DECA, Residence Council Leader & ResNet Advisor, Co-organizer – International Development Workshop

Professional Experience

IBM – Global Business Services, Senior Consultant – Strategy & Transformation (Toronto, ON)

09/2011 – 08/2014

As a lead consultant in IBM's business consultancy practice, worked in high performing global teams to provide advisory and implementation services to clients in Energy, Industrial, Retail, Financial and Public Sector industries.

- **Operations and Business Re-engineering Engagements**
 - Reduced SLA penalties by 25% for Ontario smart meter program (4MM meters) through designing operational analytics
 - Re-engineered the customer service function of a Caribbean-based investment firm (500K clients) by eliminating 100+ pain points and recommending people/process/technology solutions
 - Optimized the HR service delivery model of a Canadian food retailer (1,300 stores) leading to savings of \$4.9MM
 - Led a team to design engineering document control function of a \$7B EPC company to improve efficiency and usability
- **Technology Strategy and Enterprise Architecture Engagements**
 - Created enterprise architecture (EA) vision for an energy company to support a major process improvement program
 - Identified drawbacks and developed top-level EA blue print for an investment management company (\$200B assets)
 - Conceptualized and developed architectural traceability frameworks for a large (4000+ requirements) provincial systems integration project to reduce redundancy. Built consensus among 10+ individuals for its implementation and adoption
- **Leadership:** Led and coached teams of 1-5 analysts and authored intellectual capital on various business technology topics
- **Internal Strategy:** Developed go-to market strategy for a \$150MM BU and integration strategy for a software acquisition
- **Business Development:** Developed proposals for RFPs valued \$100-800K in areas such as analytics, retail and technology
- **Community:** Employee rewards committee, career mentor, R&D project advisor and pro bono consulting
- **Awards (6):** Service Excellence (2012), Eminence & Excellence (2012, 2013), Thanks! (2012, 2013), Manager's Choice (2014)

BlackBerry – Intellectual Property Group, Patent Committee Technical Consultant (Waterloo, ON)

05/2010 – 08/2010

- Evaluated invention disclosures in the areas of hardware, mobile applications and wireless communication technologies
- Advocated patentability and business value of the inventions before a committee of technical and legal experts

Bell Canada – Internet Services, Hardware Product Manager (Toronto, ON)

09/2009 – 12/2009

- Led a team to automate the order processing system, reduced costs by 50% and delivery time from 1 week to 2 days
- Developed a comprehensive test strategy and led competitive analysis of 802.11 wireless access points to support engineering and executive decisions impacting a customer base of over 1MM subscribers

Microsoft Corporation – Microsoft Dynamics Axapta (ERP), Program Manager (Redmond, WA)

01/2009 – 04/2009

- Managed the design phase of a revenue enhancement web feature. Analyzed user trends to improve content relevance and proposed ideas to leverage user-generated content in order to reduce content acquisition costs
- Collaborated with global teams to prototype component of the ERP product's search engine. Optimized the design leading to reduction in implementation time by 30% and 3-fold increase in search coverage

Additional

- Interests: playing the Tabla (10+ years), adventure travel, racquet sports, cooking and volunteering
- Citizenship – Canadian