

Professional Summary

Transformational Design Thinking Consultant with 20+ years of global corporate experience, driving strategic innovation across diverse industries, cultures, and technologies. Proven track record of leveraging business acumen, technical expertise, and leadership prowess to deliver impactful solutions.

Professional Experience

Design Thinking Consulting Practitioner (CO09)

Inazuma.co | 2020 - Present

Vice President - Strategic Initiatives

Cybage Software Pvt. Ltd. | 2018 - 2020

Key Achievements:

- Spearheaded the development of a bespoke AI-powered solution, resulting in a 30% increase in client engagement.
- Successfully led a team of 50+ members, achieving a 25% increase in project delivery efficiency.

Responsibilities:

- Strategic Planning and Execution
- Team Leadership and Development
- Client Relationship Management

Associate Vice President - Digital Transformation

Infosys Limited | 2015 - 2018

Key Achievements:

- Conceptualized and executed a large-scale digital transformation project, yielding a 40% reduction in operational costs for a Fortune 500 client.
- Developed and implemented a training program, enhancing the digital skills of over 200 employees.

Responsibilities:

- Digital Strategy Development
- Project Management
- Talent Development and Training

Program Manager - IT Services

Tata Consultancy Services (TCS) | 2010 - 2015

Key Achievements:

- Effectively managed a portfolio of IT projects, ensuring 95% on-time delivery and a 20% increase in client satisfaction.
- Introduced process improvements, reducing project timelines by an average of 15%.

Responsibilities:

- Project Portfolio Management
- Process Improvement Initiatives
- Client Communication and Expectation Management

Senior Consultant - IT Services

Tata Consultancy Services (TCS) | 2005 - 2010

Key Achievements:

- Played a pivotal role in the successful implementation of a CRM system for a leading retail client, enhancing customer engagement by 25%.
- Collaborated with the sales team to develop and pitch solutions, contributing to a 15% increase in new business acquisitions.

Responsibilities:

- Solution Development and Implementation
- Sales Support and Business Development
- Client Relationship Building

Education

Bachelor of Engineering (B.E.) in Computer Science

Visvesvaraya Technological University (VTU) | 2000

Technical Skills

Design Thinking and Innovation:

- Human-Centered Design
- Service Design
- Design Sprints

Digital Transformation:

- Cloud Computing (AWS, Azure, Google Cloud)

- Artificial Intelligence (AI) and Machine Learning (ML)
- Internet of Things (IoT)

Project and Program Management:

- Agile Methodologies (Scrum, Kanban)
- Waterfall Methodology
- Project Management Professional (PMP) Certification

Leadership and Collaboration:

- Team Leadership and Development
- Stakeholder Management
- Effective Communication and Presentation