

## 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