

BABU CHIMATA



HEAD OF GLOBAL TECHNOLOGY OPERATIONS | DIGITAL TRANSFORMATION | CONTINUOUS IMPROVEMENTS

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DRIVEN, ACCOMPLISHED GLOBAL TECHNOLOGY & OPERATIONS LEADER with 20+ years of experience leading digital-driven technology innovation and delivering impressive bottom-line results. Outstanding reputation as a thought leader, digital architect and product manager. Respected leader with innate ability to formulate and lead high-performing teams that consistently create and develop transformative ideas and solutions to drive business operational excellence. Collaborative senior leader with astute relationship building skills and an outstanding appreciation for customer-centric needs.

EXPERTISE	Digital Transformation	Vision & Strategy Alignment	Global Technology Operations
	DevOps & Delivery	Emerging Technologies Management	Vendor Management
	Cloud Technology & Solutions	Product Development	Cross-Functional Leadership
	Solution Architecture	Organizational Design	Talent Acquisition
	AI & Conversational Interfaces	Budget Planning and P&L	Team Building

EXPERIENCE **CenturyLink, Minneapolis, MN**

GLOBAL TECHNOLOGY OPERATIONS - DIRECTOR | 2018 – Present

Leading India operations for CenturyLink, overseeing the delivery of 1,500 employees and managing a \$28M annual budget, driving infrastructure and training, new business opportunities, partnerships and continuous improvements in production.

- Within one year, saw productivity of software deliveries increase by 15% while performing more work with 250 less headcount while implementing Scaled Agile Framework and agile practices
- Spearheaded strategy, process and cloud based mobile tool development initiatives for organizational transformation and improving employee experience

DELIVERY DIRECTOR | 2011 – 2018

- Drove Digital Transformation for Customer Care and Service Assurance to increase automation and reduce OPEX by \$50M in 3 years; deployed API, ML & Chatbot technology with NLP and Cognitive capabilities
- Enabled Cloud Migration and Mobility, reducing server support and licensing costs, aiding in infrastructure scalability and advancing the operation team's service levels
- Charged with converting teams from waterfall to agile, led the effort to form DevOps teams, train and successfully implement agile scrum practices for smaller program deliverables while also incorporating Scaled Agile Framework approach to larger multi-team programs. Driving everything from PI Planning to the spirit behind retrospectives, able to reduce testing cost by over 60%, deliver working products to production about 9 months faster than previous processes would allow.
- Directed IT application development supporting national and international network operations, managing a team of 50 developers, an \$8M budget and supporting 5,000 network engineers; reduced operational expenses by 20% with efforts
- Guided successful delivery of a \$120M transformation program, consolidating inventory in CenturyLink and Qwest systems while improving the performance of large, matrixed global teams; the project is expected to deliver \$200M in savings in its first five years
- Orchestrated new product development, business relationships and vendor management
- Spearheaded delivery of an \$80M integration of CenturyLink and Qwest Care Platform (CRM), post CenturyLink and Qwest merger, achieving target synergies of \$10M OPEX reductions by reducing per contact cost and \$15M/year reduction in product delivery costs

SENIOR MANAGER, SOFTWARE & PRODUCT DEVELOPMENT | 2005 – 2011

Directed thought leadership, vision and strategy to develop a Care platform for Qwest Network Repair organization to support various consumer products and improve the entire call center experience for employees and customers. The effort resulted in reducing call volume and duration, and call center operating costs, winning the JD Powers Awards for customer service.

- Built and managed a 120+-member team of architects, project managers, analysts and developers in the USA and India, to deliver on aggressive goals
- Developed and sold the vision and presented the business case ROIs in partnership with business, product, and other stakeholder leaders
- Provided an end-to-end solution in record time, which included online tools, chat support, IVR support, advanced and intelligent diagnostics, troubleshooting and repair tools to support work center management; successfully reducing call handling time and unwanted dispatches
- Developed idea of zero-downtime, agile development, CI/CD pipelines and drove implementation of server and deployment architectures to support zero-downtime parallel environments; offshore team achieved CMMI level 3 certification
- Increased staff retention in offshore centers and improved productivity and delivery of teams

TEAM LEAD | LEAD SOFTWARE ENGINEER | 1998 – 2004

Led a 20-member developer team, developing strategies and applications to serve Qwest High-Speed Internet services and drive efficiencies throughout the platform.

- Conceptualized the Network Provisioning Platform, designing and developing a DSL Network Provisioning application to serve as a principal provisioning platform for Qwest's High-Speed Internet services; the platform mitigated Qwest workforce stoppage due to strike and handled with reduced labor force
- Developed suite in an agile environment (XP) using technologies such as Weblogic/J2EE, Smalltalk, Hibernate, Spring, Apache frameworks, Eclipse OSGI bundles, and SOA architecture
- Directed a 12-member team of developers to execute on the design and development of the US WEST/Qwest Network Provisioning system integrator for DSL and ATM services, which enabled 98% of DSL orders to take place with no-touch automation, reducing installation time of service

PRIOR POSITIONS HELD INCLUDE:

Senior Systems Consultant, MCI Systemhouse, Minneapolis, MN – Developed Project X, a sales commission system at MCI, build using Small talk and Java with Gemstone, an Object-Oriented Database.

Software Engineer, The Object People, Ottawa, Canada – Guided work on TopLink development, an Object to Relational data mapping framework for Smalltalk and Java.

India Association of Minnesota

VOLUNTEER LEADERSHIP

DIRECTOR OF STRATEGY & TECHNOLOGY | Jan 2016 – Present

Lead and direct a volunteer technology team in the development of AWS Cloud-based mobile tools for Festival Management, developing strategy for organizational development, sustainability, technology and leading Policy and Government relations

- Adviser to the Board of Directors on Board management and operations

EXECUTIVE DIRECTOR & OFFICER | Nov 2011 – Dec 2015

Improved revenue stream by 400% and established organization as a reputable non-profit in Minnesota through leadership development, streamlining operations and extensive outreach to various Minnesota non-profits and corporate diversity groups

- Established relationships with Minnesota legislature and State Government agencies to work together on matters related to the community

FIRST ROBOTICS COACH/MENTOR | July 2012 – Present

Coach and mentor FIRST Robotics teams and youth. Instill teamwork, core values, creativity and passion for STEM

CERTIFICATION

AWS SOLUTION ARCHITECT
Amazon Web Services (AWS)
ID 6T28MFZ1JNE111CV

STRATEGIC MANAGEMENT BY COPENHAGEN BUSINESS SCHOOL ON COURSERA
Copenhagen Business School
ID UEADG4GAQGUN

EDUCATION

MS – MASTER OF SCIENCE
BS - BACHELOR OF SCIENCE
CERTIFICATE

University of St. Thomas
University of Pune, India
Strategic Management & Innovation, University of Copenhagen