**Vivek Singh**

19 Buffalo Ridge Circle, Houston, Texas 77056 *0007_bullet* +1 (713) 742-3354 *0007_bullet* [vsingh@rocketmail.com](mailto:vsingh@rocketmail.com)

**PROFILE**

Technology & operations executive with two decades of experience. Expertise:

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| --- | --- | --- |
| * Innovation | * Software & IT Governance | * Automation & ECommerce |
| * Business Transformation | * Cost Reduction & Growth | * Global Operations |

**EXPERIENCE**

**Zones**, Seattle, WA **March 2016 - Present**

*Multi-billion dollar international technology company*

**Chief Technology Officer** (2019 – Present)

*Transforming the business with long-term differentiation & streamlined operations.*

* Created new avenues for growth with API Integrations, Cloud Marketplaces & NextGen Customer Reporting.
* Moving enterprise computing to the cloud, to create new capabilities & scale for growth.

**VP, IT & ECommerce** (2016 – 2019)

*Rebuilt IT from the ground up (systems, processes, infrastructure & teams).*

* Streamlined business workflows with Case Reduction Initiative & New EDI Alerting/Dashboarding/Remediation.
* Transformed global IT with Multi-layer Security, Data Center Rationalization, Metrics based Enterprise Rearchitecture, Application Monitoring, SLA Dashboards, Automated Regression Testing & Remote Ops Reorg.
* Optimized Cost with Cloud Migration, SD-WAN Rollout, Contracts Overhaul & VM/SDS based DevOps Infrastructure.
* Solidified Service Delivery with DR, Infrastructure Upgrades – Oracle|AD|BI, SDLC/Support/Portfolio Management Processes, Search Re-engineering, New Collaboration Tools, Cert Management & Smart Time/Activity Tracking.

**Schlumberger**, Houston, TX **August 1997 – February 2016**

*Service company with $30B in revenues, operating in over 85 countries*

**Head, IT Services, Schlumberger Information Solutions – North America** (2012 – 2016)

*Led operations (4500 client companies); quadrupled revenue in less than 4 years, with IBT consistently over 42%*

* Successfully created & executed information management strategy for E&P companies (such as Noble & BHP).
* Conceived and hosted cloud computing solutions for a range of energy companies (e.g., Hess & Pacific Rubiales).
* Developed collaborative relationships with clients to make them our leading customers on the continent.
* Instituted process changes to streamline contracts/bids, ensure compliance (e.g., Sarbanes-Oxley) and stem attrition.

**General Manager, IT & Software** (2009 – 2011)

*Took a new business from concept to profitability, in record time*

* Setup a new venture (in collaboration with energy companies, academia, industry bodies & the government), to design, develop & leverage new technology. Successfully launched 6 new software products & related services.

**Senior Director, Digital Infrastructure & Operations Software** (2006 – 2009)

*Made BU the leading profit-earner by creating success stories with CIOs of client companies & internal segments*

* Developed and implemented first strategic IT plan for Operational Support Centers that facilitated growth for new product line to revenues of $87M, with a Total Contract Value of over $270M, in first 9 months.
* Created/executed a plan to revamp Schlumberger’s Application Service Provider business, by collaborating with British Telecom and Hewlett-Packard to optimize the IT infrastructure of clients, leading to significant reductions in *Total Cost of Ownership* as well as Schlumberger’s liability exposure.
* Re-engineered IT backbone - ensured business continuity during paralyzing events such as Hurricane Katrina and addressed challenges associated with 24x7x365 operations in inhospitable work environments (e.g., North Sea).
* Succesfully infused smart devices into business processes as well as software systems, for productivity gains.
* Built and led development of comprehensive framework to solidify testing of IT & software products – including bots to supplement code-audits, automated unit-test coverage reporting, and testing automation.
* Devised technical strategy for turn-around of flagship *Petrel* software, to address imminent stagnation, by leveraging expansion into another domain and creating new interactive communication workflows.
* Created incubator group to harness Virtualization, Cloud Computing and Service Oriented Architecture for better availability and scalability of software, resulting in about 300-450K in annual savings for each Technology Center.

**Director, Digital Infrastructure** (2004 – 2006)

*Combined disparate tools & groups to create a coherent strategy around workflow optimization and harnessing emerging technologies/paradigms*

* Pioneered the concept of remote operations management, to use experts more effectively, by placing them centrally and providing them the information tools to coordinate & control operations from a land-based war-room.
* Created and successfully implemented a plan for transitioning legacy products to China, for sustenance, to free up organizational bandwidth for newer products that are future growth vehicles.
* Played an instrumental role in coordinating industry-wide standardization initiatives with ISVs such as [WellStorm](http://wellstorm.com/) and [Kongsberg](http://www.kongsberg.com/en/KOGT/Products.aspx). Collaborated on joint-offerings with these and other international companies (including competitors).

**Manager, Visualization & Real Time Software** (2003 – 2004)

*Helmed four new software product development teams; created industry’s first products on new Microsoft technologies*

* Devised new business models around *live data* such as Drilling Operations Surveillance inside Petrel – this enabled geoscientists to collaborate with field engineers on well-planning, thereby reducing the turnaround time by 50% and saving ~$1M per medium complexity offshore well.
* Leveraged Bayesian Belief Networks, to mitigate imminent risk of experienced personnel shortage, by building expert systems capable of taking corrective actions autonomously.
* Created off-shoring strategy for mature software products, resulting in savings of about 60% for two products.

**Manager, DataLink** (2002 – 2003)

*Led engineering team that changed the inter-operability landscape in real-time communication*

* Created the first client-side real time data access framework - current standard for live data access in Schlumberger doubled the direct revenues for BU. [Energistics](http://www.energistics.org) (industry body) requested this software be donated to the industry.

**Various Technical Leadership Positions** (1997 – 2002)

*Challenged the status quo; created thought leadership*

* Coordinated engineering activities between five international technology centers and the industry consortium for workflow integration ([OpenSpirit](http://www.openspirit.com/)), on large software projects (some with over 50 million lines of code).
* As the Leader of the IT & Software *Community of Best Practice*, created a knowledge sharing platform for technical experts, led expert group on core business systems, organized international conferences resulting in breakthroughs related to component reuse as well as tighter collaboration between software produced by different segments.
* Founded the Process Improvement Team (responsible for [CMMI](http://www.sei.cmu.edu/cmmi/) and ISO certification & regulatory compliance).
* Architected and managed rapid integration of software into Schlumberger Information Solutions’ offerings .

**ACCOMPLISHMENTS**

Six Sigma Black Belt. Certified in Predictive Analytics and Change/Financial/Project Management. Substantive patent portfolio.

**EDUCATION**

**INSEAD, Fontainebleau, France**

*Executive Management Program*

**Duke University, The Fuqua School of Business, Durham, NC**

*Master of Business Administration*

**Lamar University, Beaumont, TX**

*Master of Science, Computer Science | Outstanding Graduate Student Award, Upsilon Pi Epsilon*

**Utkal University, India**

*Bachelor of Science, Electronics & Telecommunication Engineering [1994]*