

Himanshu Patel

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PROFILE

- ❖ Dedicated and committed General Management professional with over 10 years of progressive experience in strategic planning, improving operational efficiency, people management and project management for IT industry.
- ❖ Accomplished strategic innovator focusing on profitability and developing industry's leading best practices to support its business and financial objectives.
- ❖ Possibilitarian, conscientious and hardworking individual with having an intrapreneurial mind-set. Energetic, self-initiator, adaptable and reliable, combined with a sense of humour and a friendly approach.
- ❖ *Currently working as **EVP & Head of Resource Management Group** with **Paramatrix Technologies Private Limited**.* Core responsibility areas includes IT Staff Augmentation, Account Management, Human Resource Management (Strategic & Operations), Software Development and QA/Compliance.
- ❖ Member of the core management team that built Paramatrix into a significant player in the IT Software Development and Services industry by achieving its short as well as long term business goals.
- ❖ Involved in the growth story of Paramatrix since its beginning and contributed in building it to a company of **200+** people.
- ❖ IT Staff Augmentation: Proven track record of leading IT Staff Augmentation business of Paramatrix; from which major portion of the company's total revenue gets generated.
- ❖ Account Management: Successfully managed a portfolio of client accounts (domestic as well as international) with large annual revenues.
- ❖ People Management: Successfully managed on an average team size of 50+ direct mentees at a time; while leading IT Staff Augmentation business of Paramatrix.
- ❖ Demonstrated ability to function as a **Strategic HR Business Partner** and develop and implement successful human resources management strategies to support corporate mandate.
- ❖ Oversaw the entire gamut of HR function: Supervising a team of 4 HR personnel, Employer Branding, Talent Acquisition, Policy and Procedure Development, Performance Assessment Programme, Training and Development Programme, Compensation and Benefits Programme, Reward and Recognition Programme, Payroll Processing, End to end employment life cycle management and HR Compliance.
- ❖ Software Development: Operated throughout the entire life cycle of medium to large scale software development projects. Involved in system conceptualization, requirement gathering & analysis, FSD preparation, system design, development, implementation, UAT & maintenance of applications.
- ❖ Quality Assurance: Has been a key personnel in the team which planned and executed the strategy to attain ISO 9001:2008 & ISO 27001:2013 compliance in all the divisions of the company.

CORE COMPETENCIES

Client Account Management	Client Relationship Management	Pre-sales
Requirement Analysis	Cost Reduction	P&L Tracking
Strategic HR	Business Strategy	Software Project Management
Talent Acquisition	Human Resource Utilization	Performance Assessment and Mentoring
Compensation & Benefits	Rewards & Recognition	Training & Development
Vendor Management	Brand Promotions	HR Policy and Procedure Development
HR Compliance & Legal matters	Business Process Reengineering	Business Development

CLIENT ACCOUNTS WORKED WITH

Sterling Relocation (UK)	Edelweiss Financial Services	KOTAK Group
NCDEX	Angel Broking	ICICI Lombard General Insurance
Religare Invesco	J M Financial	Edelweiss Tokio Life Insurance
CEAT	Thomas Cook	Sequoia Capital
Motilal Oswal Financial Services	Desimus Systems (Dubai)	FINO Paytech
HSBC InvestDirect	India Infoline	Reliance Money

PROFESSIONAL EXPERIENCE

PARAMATRIX TECHNOLOGIES PRIVATE LIMITED, NAVI MUMBAI

(Since November 2005)

Executive VP and Head, Resource Management Group

(Since July 2012)

- ❖ This role was assigned to me at a crucial juncture of the company's growth. Based on past performance, along with the leading IT Staff Augmentation service business; added responsibilities of revamping RMG and HR functions were assigned by the company.

❖ Responsibilities:

- As the HR Business Partner; accountable for the design and execution of strategy for people function.
- As the head of RMG & IT Staff Augmentation Business; accountable for the articulation and execution of business strategy for capitalizing people skills.

❖ Key Accomplishments:

➤ **Human Resources:**

- Governed various initiatives for talent acquisition team like; Evaluation and implementation of Application Tracking System, Conducting weekly review meetings, Design performance based rewards programme for recruiters and Training programme for recruiters.
{ Improvement in efficiency of talent acquisition team }
- Initiated, formulated and implemented Graduate Software Engineering Trainee Programme.
{ Substantial increase in employee strength in a very short period of time }
- Key person in the group of people who conceived, designed, built and deployed the necessary software systems to automate assessment of candidates at large scale.
{ This system is emerged as one of the leading product }
- Re-engineered key HR strategies and operations including but not limited to Performance Assessment Programme, Employee Surveys, Compensation and Benefits Programme, Rewards and Recognition Programme, Training Programme, Certification Program, Leave Data Management, Payroll Processing etc.
{ Improvement in Employee Value Proposition, Better decision making through Data Points based MIS, Increase in efficiency of HR team }
- Streamlined the process of managing various HR documents in a legally compliant way
{ Ensured speedy implementation of ISO 9001:2008 & ISO 27001:2013 }
- Directed implementation of various legal compliances like EPF, ESIC, Gratuity and LWF
{ Ensured conformity with compliances }

➤ **Resource Management:**

- Established Resource Management Group to streamline the mobilization of resources for various opportunities.
{ Ensured minimal conflicts between stakeholders }

- Conceptualized, Designed and implemented Resource Management System.
{ Helps to set up semi-automated process of resource mobilization, Better decision making through Data Points based MIS }

➤ **IT Staff Augmentation:**

- Performed an important role in opening of new marque client accounts.
{ Helps for overall revenue growth and increase in customer base }
- Successfully managed a portfolio of an existing key client accounts.
{ Maintain continuity in revenue stream as well as ensured growth in revenue through new opportunities }
- Re-engineered process of online surveys for gathering customer's feedback.
{ Generated better insights on customer satisfaction }

Vice President, IT Staff Augmentation

(January 2011 – June 2012)

- ❖ In this role; primarily I was instrumental in managing the IT staff augmentation services business of the company. Major deliverables were to handle opening of crucial client accounts; domestic as well as international.

❖ **Responsibilities:**

- Develop and execute strategies for deploying best practices in the IT staff augmentation services business
- Establish and develop strategic long term relationships with business and technology decision makers at various client accounts
- Understanding and obtaining the resource requirements of the clients
- Follow up with clients continuously and respond to client inquiries
- Providing assistance to sales team in responding to RFPs
- Handling presales activities
- Cross selling of IT staff augmentation/Consulting/Professional services at existing clients
- Driving negotiations for all matters (efforts, cost and schedule) by co-ordinating with internal team and decision makers at client place for Application Development assignments
- Tracking of MIS for all types of requirements
- Participating in weekly review meetings with recruitment team to set and execute required strategy for achieving target of requirements closure
- Continually communicate and strategize with internal managers as well as recruitment team regarding staff augmentation business opportunities
- Communicating with stakeholders at client place for all matters like Proposals, Cost, Commercial Negotiations, Purchase Order, Pending Payments etc.
- Providing assistance to accounts team for month end billing process, Reconciliation of billing records, Follow up with clients for due payments etc.
- Acting as a SPOC for all resources deployed at client's side to resolve their conflicts (work environment, vendor competition, HR issues etc.)
- Carrying out performance assessment activities for resources deployed at client's side
- Liaison with legal & compliance team (internal as well as at client place) for executing contract agreements

❖ **Key Accomplishments:**

- Performed an important role in opening of new marque client accounts.
{ Helps for overall revenue growth and increase in customer base }
- Successfully managed a portfolio of an existing key client accounts.
{ Maintain continuity in revenue stream as well as ensured growth in revenue through new opportunities }

- Initiated, formulated and implemented the formal process of online surveys for gathering customer's feedback.
{ Helps to get recorded data points on customer feedback }
- Ideated and developed cost/pricing calculator for IT Staff Augmentation services business
{ Helps as a handy checklist for commercial negotiations to close the opportunities in a win-win manner }
- Ideated the development of formal document on Paramatrix' Selling Proposition for IT Staff Augmentation services. Developed and finalized the USP document with the help of other members of the management team.
{ Helps to get recorded data points on customer feedback }

Delivery Manager

(October 2009 – December 2010)

- ❖ In this role; I was mobilized back to Paramatrix' Development centre. I was instrumental in the management of End to End Application Development Life Cycle. Also I have leaded various initiatives to implement best practices for software development department of the company. I was responsible for managing the key client account - Kotak Group - for delivering various software applications.

❖ Responsibilities:

- Meeting with stakeholders to understand their business requirements and objectives behind particular system development
- Requirement analysis and preparing the approach (execution) plan at a broader level to present it to stakeholders
- Responsible to take sign off from business user team at all required levels
- Involved in discussions of detailed requirements gathering along with BA and ensuring that FSD/BRS covers all requirements in detail
- Preparing & presenting a proper project plan/charter to stakeholders
- Communicating with all stake holders for all matters (Cost, Timelines, Risk etc...)
- To deliver requirements within the base-lined time scales, cost plan and as per defined expectations
- Responsible to conduct Project kick off (Induction) & Project closure (Knowledge sharing & learning) meetings
- Responsible for managing and mentoring of a project team (As well as to ensure that every team member will grow along the company)
- Performance management of all assigned mentees (Objective setting & tracking progress by conducting frequent reviews)
- Managing changes to the project without unduly affecting the stated objectives and benefits

❖ Projects Handled:

1. Integration Utility (KS Tailor-made CRM to Siebel CRM)

This is an integration project. Kotak as a Group had decided to implement central CRM system. The main objective behind implementing central CRM is to create a single window view for all client queries across all entities of the Group. They had chosen Siebel CRM as a tool to achieve this objective. This utility is used to set up data communication channel between two end points – Siebel CRM and KS Tailor-made CRM.

Team Size: 5

Environment: C#, MS SQL Server 2005

Key Accomplishments:

Implementation of this utility helped to prepare and track the Group Level MIS in an effective manner.

2. Sales Tracker

This is a web based application designed and implemented for Kotak Securities. This system was supposed to serve user base over private networks. The main objective behind implementing this system is to

automate/innovate manual process of capturing the data points to track the performance of members of various sales teams (Retail Sales, Dealer, HNI Sales, Cluster Head, Branch Head, Franchise, City Head/State Head etc.). The requirement specification included Target Setting, Employee-Role-Period Mapping, Auto calculation of Achievements, Preparing Performance Reports etc. It also provides an easy administration interface for HR team to drive this initiative.

Team Size: 8

Environment: Core Java, Jsp, Servlet, JavaScript, AJAX, HTML, CSS, MS SQL Server 2005

Key Accomplishments:

Implementation of this system saved approximately 8 to 10 person days' time every month.

3. Meeting Tracker

This is a web based application designed and implemented for Kotak Securities. This system was supposed to serve user base over private networks. The main objective behind implementing this system is to automate/innovate manual process of capturing the details of client meetings (especially high profile clients) held by various KS representatives. The system also provides feature to prompt for the future meetings.

Team Size: 6

Environment: Core Java, Jsp, Servlet, JavaScript, AJAX, HTML, CSS, MS SQL Server 2005

Key Accomplishments:

Implementation of this system helped to track the client communication history in a uniform manner. It also helped to set up practices (culture) for effective time management across sales force.

4. ETTS (Employee Trade Tracking System)

This is a web based application designed and implemented for Kotak Mahindra Asset Management Company. It was developed as an integral part of the KMAMC HRMIS. There is a mandate (as a compliance) defined by SEBI that all financial institutions must records and keep a watch on all trading activities performed by their staff members. By using this system employees can record the trades which they have executed in Mutual Fund, Cash and Derivative segments. It also provides an easy administration interface and MIS for compliance team to execute this mandate smoothly.

Team Size: 6

Environment: Core Java, Jsp, Servlet, JavaScript, AJAX, HTML, CSS, MS SQL Server 2005

Key Accomplishments:

Implementation of this system ensured that all set compliance norms must be fulfilled across organization.

Senior Software Engineer

(October 2007 – September 2009)

❖ Based on past performance; I was endorsed to work as a Senior C/C++ Consultant at client's site – Kotak Securities. The job role involved to manage a team of 2 associate software engineers along with the end to end project life cycle management for few applications.

❖ **Projects Handled:**

1. Secure Login (Secure your digital Life)

The main objective behind implementing this system is to secure customer's day-to-day digital life. It provides an extra layer of security while log in to the online trading system. It is capable of providing multifactor authentication channels like Temporary PIN authentication, Knowledge based Q&A authentication, Grid authentication, and Token authentication. It also provides an easy administration interface to handle customer's queries related to Registration of Token account, Synchronize Token, Unlock an account and Suspend/Activate an account.

Team Size: 6

Environment: C, Entrust Identity Guard Server 9.0, gSOAP, CGI, Cryptography (Base64, SHA-2 & MD5), Shared Memory, IBM DB2, JavaScript, HTML, CSS, Sun One Application Server 7.0, Visual Studio 6.0

Responsibilities:

1. Instrumental in technical evaluation of products useful for implementing Secure Authentication
2. Acted as a key person in the group of people who had managed end to end project life cycle while implementing the system

3. Independently designed & developed common code library using APIs provided by Entrust
4. Instrumental in integrating various online trading interfaces with Entrust Authentication System
5. Co-ordination with all internal stake holders as well as Entrust teams located at Australia & Canada
6. Made Technical research whenever a new technology imbibed into the project
7. Daily status reporting to Project Manager regarding the work progress

2. Payment Gateway

This is an online money transfer interface; designed and implemented as a part of online trading system (ITMS). This system was supposed to serve a user base of three to four lakh; over internet and private networks. It allows clients to transfer money from their banking accounts to investment accounts (Equity, Mutual Funds/IPO etc.) and vice versa. The entire system consist of two major components:

1. Online money transfer module – A web based interface for transferring money online
2. Query back module – A desktop based interface to query incomplete money transfer transactions

Team Size: 5

Environment: C, CGI, Cryptography (Base64, SHA & MD5), Multithreading, Shared Memory, MFC, IBM DB2, Sybase, Socket Programming (HTTP Web Request), JavaScript, AJAX, HTML, CSS, Core Java, Jsp, Servlet, Sun One Application Server 7.0, Visual Studio 6.0

Responsibilities:

1. Acted as a key person in the group of people who had managed end to end project life cycle while implementing the Payment Gateway system
2. Independently managed design, development and implementation of Query Back interface
3. Co-ordination with all internal stake holders as well as external teams from different banking institutions; partnered for providing money transfer facility
4. Made Technical research whenever a new technology imbibed into the project
5. Daily status reporting to Project Manager regarding the work progress

Software Engineer

(March 2006 – September 2007)

❖ In this role; I was deputed at client's site – Kotak Securities - to work as a C/C++ Consultant.

❖ Projects Handled:

1. ITMS (Internet Trading Management System)

This is basically an online trading system. The entire system consist of different interfaces (gateways) like Trading Website (kstrade.kotaksecurities.com), Flat Trading Terminal (keat.kotaksecurities.com), Call & Trade (ptrade.kotaksecurities.com) and Mobile Trading. It allows clients to perform various trading related activities e.g. buy/sell shares, maintain multiple watch lists, portfolio management, money transfer, DP account management etc. To make better investment decisions; clients can access various reports related to their day to day trading activity.

Team Size: 10

Environment: C, CGI, Cryptography (Base64, SHA & MD5), Socket Programming (TCP/UDP), Shared Memory, IBM DB2, Sybase, MS SQL Server 2005, JavaScript, AJAX, HTML, CSS, Core Java, Jsp, Servlet, Sun One Application Server 7.0, Visual Studio 6.0

Responsibilities:

1. Instrumental in development and upgrading the trading system
2. Involved in requirement gathering, designing (system & related processes), development, testing, UAT coordination/support and deployment of various modules
3. Made Technical research whenever a new technology imbibed into the project
4. Daily status reporting to Project Manager regarding the work progress

Trainee Software Engineer

(November 2005 – February 2006)

❖ In this role; I have worked as a C programmer at Paramatrix' Development centre.

❖ Projects Handled:

1. SCRABS (Scalable Rates Broadcasting System)

This is a trade processing system designed and implemented for one of the leading capital markets broker in India. This system was supposed to serve one to two lakh client terminals (Desktop) over internet and private networks. The requirement specifications included low bandwidth consumption, fault tolerance in serving feeds from the exchange, possibility of multiple watch lists, placement of trades etc. The various components of system includes Broadcaster, Risk Management System, Proxy Server, Application server and the client terminal. Later, the scope of the project has been expanded to include mobile platforms too as client terminals.

Team Size: 8

Environment: C, Core Java, J2ME, Socket Programming (TCP/UDP)

Responsibilities:

1. Designed, developed and implemented Rates Broadcaster using C & TCP/UDP
2. Involved in testing, deployment and documentation of the broadcaster application
3. Coordinated with Java team for integration testing purpose
4. Made Technical research whenever a new technology imbibed into the project
5. Daily status reporting to Project Manager regarding the work progress

EDUCATION

Qualification	University / Board	Grade	Year
Bachelor of Engineering (Computer Science)	Dharmsinh Desai University	First Class	2005
H.S.C	Gujarat Higher Secondary Education Board	First Class with Distinction	2001
S.S.C	Gujarat Secondary Education Board	First Class with Distinction	1999

TRAININGS

❖ **Attended:**

- Advanced Human Resource Management (1 Week residential programme at IIM Ahmedabad)
- Engineering Energy and Leadership for Success (2 Full Day programme by The Renergetics Team)
- Power Negotiator (1 Full Day programme by Direction One Consulting)

❖ **Delivered:**

- Technology & Business Knowhow for Talent Acquisition team
- Software Project Estimation Methodologies for Project Managers & Team Leaders
- MPI Programming for Paramatrix' Delivery Centre
- Source Code Obfuscation for Paramatrix' Delivery Centre

EXTRA-CURRICULAR ACTIVITIES

❖ **Active participation in Paramatrix' Townhall**

- Instrumental in end to end event management (2013 to 2015)
- Anchoring (2014 to 2015)

❖ **Participated in many spiritual and social activities organized by BAPS Swaminarayan Sanstha**

- Participated as a volunteer (guide for NRI devotees) in grand opening ceremony of Swaminarayan Akshardham at Delhi (2005)
- Headed consumer store at BAPS Swaminarayan Chhatralaya, Nadiad, Gujarat (2003 to 2004)
- Participated in various activities like Drama, managing a Computer Centre, Swachata Abhiyan, Vyasana Mukti Abhiyan etc. at BAPS Swaminarayan Chhatralaya, Nadiad, Gujarat (2001 to 2005)

OTHER DETAILS

❖ **Hobbies & Interests:**

- Listening old Hindi movie songs
- Experimenting variety of Food Dishes & creating fusion out of those
- Interested in the field of Human Psychology & Data Engineering/Analytics

- ❖ **Languages:** English, Hindi and Gujarati
- ❖ **Marital Status:** Married
- ❖ **Current Residence:** Navi Mumbai, Maharashtra, INDIA

REFERENCES

Available on request.