Dr. Hari Thapliyaal, PMP

Data Scientist · Trainer · Consultant · Technology Leadership · Life Coach

AI/NLP expert with a Doctorate from SSBM, bringing three decades of expertise in AI, Data Science, Analytics, IT, management, and leadership. Proven track record in software product development (16 years) and Project Management training and consulting (10 years). Recognized for over four years in course development and mentoring hundreds in Data Science, AI, CV, and NLP. Passionate about technology, strategic management, and interdisciplinary thinking.

hari@dasarpai.com +91.95.3599.9336 🇮🇳 Bangalore in /harithapliyal /dasarpai

⊘ GOALS

- To empower governments, organizations, and individuals by providing guidance on developing AI technology products, harnessing AI for the collective good, and navigating challenges associated with security, employment, and privacy.

- To contribute in the research and advancement of NLP in Indian Languages, especially Sanskrit

- Use project management frameworks and best practices along with AI to bring accountability in all kinds of projects

- To create all rounded, meditative, joyful, self-motivated project leaders

- Explore, connecting the commonly unconnected aspects of life to see the bigger picture

- Connect with leaders, technocrats, and bureaucrats to create useful products, systems, and frameworks

⧈ SKILLS

AI Leadership, Tech Solutioning, Management, Leadership — Deep Learning, Machine Learning, NLP, Consulting, Training, Scrum Research, Agile PM, PMP

Work Experience

Founder, Nov 2020 to Till Now
DASARPAI · Bangalore 📍
Assumed diverse roles within various partner organizations. As a Machine Learning Trainer and Coach, imparted knowledge to over 2000 individuals through 300+ sessions on Data Science, Machine Learning, and Deep Learning. Functioned as an AI/ML Speaker and Consultant, effectively engaging with both technical and non-technical audiences. Concluded my academic journey as an AI Researcher, completing Master's and Doctorate theses in the realms of AI/NLP.

Founder, Jan 2010 to Till Now
VEDAVIT PROJECT SOLUTIONS · Bangalore 📍
Played diverse roles within various partner organizations, serving as a Project Management Trainer, where I trained over 4000+ professionals, in 300+ full multiple-day's workshops in certifications such as PMP, CAPM, PRINCE2, PMI-ACP, Agile-Scrum, project management tools, frameworks, and best practices. Additionally, as a PMO consultant, played a pivotal role in establishing PMOs and ensuring the sustainability of processes for long-term success

VP Delivery, May 2006 to Jul 2009
AUROVISION PVT LTD · Mumbai 📍
Assumed key roles as a Solution Architect and Delivery Manager for multiple projects, specializing in analytics and mobile/web-search technologies. Contributed as a trainer and Management Representative (MR) in advancing organizational achievements such as Microsoft Gold Certification and spearheading initiatives in CMMI, ISO, and ISMS.

Project Manager, May 2005 to Apr 2006
PYRAMID IT CONSULTING · Noida 📍
Served as a Project Manager and Solution Architect, overseeing diverse projects in the consulting, recruitment, and staffing verticals. As a key project manager, I also help the organization in achieving CMMI Level 5

Architect, Project Manager, Dec 2001 to Apr 2005
VARIOUS NGO · Delhi 📍
Led the transformation initiative as a Project Manager, Business Analyst, and Solution Architect, orchestrating the overhaul of a diverse IT infrastructure comprising 50+ applications. Achieved a unified single sign-on system, seamlessly redesigned the user interface, and successfully migrated database technologies to Oracle.

Sr. System Analyst, Feb 2001 to Oct 2001
AMSYS INFOTECH · Noida 📍
As a Senior System Analyst, I led the analysis of a sophisticated legacy banking system for a Foreign Bank. This intricate system, originally developed in C and COBOL with a character-based user interface (CUI), required comprehensive enhancements. Our objectives included enabling 24-hour banking services, optimizing End-of-Day (EOD) processes for efficiency, incorporating ATM features, and developing a modern interface using .NET technology with an Oracle database. In this role, my team and I were tasked with conducting thorough impact analyses to ensure a seamless integration of these enhancements into the existing system.

Work experience between 1993 to 2001 is visible on in **LinkedIn**.

♡ INTERESTS & EXPERTISE

Natural Language Processing · MLOPS · AI Research · Teaching · Consulting · NLP in Indian Languages · NLP in QAS · Product Management · Machine Learning · Deep Learning · Project Management · Data Analytics · Agile/Scrum · Process Automation

🎓 EDUCATION

Doctorate in Business Administration (AI/NLP), to 01/2022 - 11/2023
Swiss School of Business Management · Zürich, Switzerland 📍

MS in AI/NLP, to 01/2019 - 11/2020
Liverpool John Moore University + IIIT Bangalore · Zürich, Switzerland 📍

MBA in Operation Research, to 12/1999 - 12/2002
IGNOU · New Delhi, India 📍

Masters in Computer Applications, to 06/1998 - 06/2001
IGNOU · New Delhi, India 📍

PGD in Financial Management, to 06/1996 - 06/1997
IGNOU · New Delhi, India 📍

Bachelor in Science, PCM, to 07/1988 - 06/1992
Hemwati Nandan Bahuguna University · Srinagar, Garhwal, India 📍

🖥 CERTIFICATIONS

Azure AI900 in Jul'2020 | Azure DP900 in Aug'2020

Microsoft

Microsoft Project Server | Microsoft Certified Trainer

Microsoft

PMP in Feb'2006 & PMI-ACP in Dec'2012

PMI, USA

PRINCE2 Practitioner in Apr'2013
AXELOS

CSM & SPOC & SCT in Jul'2016
ScrumStudy
CSM, SPOC, SCT

Sanskrit Kovida Diploma in Aug'2016
Sanskrit Bharati
Kovida

Understanding Classical Scientific Text of India in Immersive Sanskrit Environment (30 hours), in Oct'2020
IIT Indore
Sanskrit

Research & Data Analytics (30 hours) in Jul'2020
Ramanujan College, University of Delhi
Analytics

ZED Master Trainer Program (40 hours) in Feb'2017
Quality Concil of India (QCI)
MSME Product Zero Effect Zero Defect Initiative

All 47 certifications are visible on in **LinkedIn**.

📘 PUBLICATIONS

BOOK

Mindful Project Management: Voyage of a Project Manager
HARI THAPLIYAAL 📄

Embark on a transformative journey with this collection of 42 captivating stories drawn from both personal and professional experiences. Delving into the essence of project management, the book illuminates invaluable lessons that transcend the boundaries between the mundane and the monumental. It challenges the notion that only high-visibility, high-value projects warrant our attention, asserting that true professional growth begins with discerning the lessons embedded in smaller endeavors. Each anecdote serves as a stepping stone, guiding readers through the art of extracting meaningful insights from seemingly modest projects. Beyond mere chance, this book advocates proactive learning, offering a roadmap to uncover project lessons at minimal cost. Prepare to elevate your professional trajectory by embracing the wisdom concealed within these narratives.

Ph.D Thesis

Unveiling the Past: AI-Powered Historical Book Question Answering

HARI THAPLIYAAL 📄

This research delves into the intricacies of question-answering for historical texts, specifically tackling challenges related to generating questions, understanding challenges in multilingual translations, and evaluating model performance without context of the question. We introduce QAGS, a novel approach utilizing ChatGPT and advanced techniques to create question-answer pairs from a historical book corpus. Additionally, our work includes the fine-tuning of the T5 and flan-T5 models (AGS) for robust answer generation, document retrieval strategies (DRS), and the development of a context-independent system (RAAGS) for answering historical questions. Using The Mahabharata as our corpus, we employ cutting-edge transformers, including T5, distilBERT, RoBERTa, Bloom, BERT, and BigBird, for zero-shot learning. Evaluation metrics such as BLEU, ROUGE, Accuracy, Recall, R@n, P@n, F1@n, and Cosine, along with SentenceTransformer for text embedding, underscore the domain-agnostic and language-independent nature of our approach. Achieving impressive results with cosine scores and MRR metrics, our methodology showcases a comprehensive and effective solution for historical question-answering challenges. Github Repo

M.S Thesis

Sarcasm Detection in Hinglish Language

HARI THAPLIYAAL 📄

We can find Hinglish content in the comment box of product, new articles, service feedback, WhatsApp, social media like YouTube, Facebook, Twitter etc. To engage with consumers, it is extremely important to analyze the sentiments, but to perform sentiment analysis it is not possible to read every comment or feedback using human eyes. In an educated society, people don't give feedback or comment bluntly but they use subtle language and hence sarcastic language for bad service is natural. In this work, we are demonstrating a system that can help in automatic sarcasm detection in Hinglish language. We created a dataset extracting text from Hindi Twitter handles and Hindi blogs. Cleaned the dataset. Manually annotated each label for sarcasm. Ten embeddings were built in this work. Four embeddings were finetuned using Transfer embedding, and another four embeddings were built using training data and standard libraries, one from lexical features and one from lexical features + best embedding. In this work we used ten classification libraries for classification work. In total, we developed 109 classification models and analyzed the performance of those models against the embedding and classifier used. Four classification models were developed using a neural network. Our best model with fastTextWiki embedding and Naïve Bayesian classifier gives 76% accuracy, 78% recall, 75% precision, 76% F1 score and 80% AUC. Github Repo

Blog

Wisdom in Awareness
HARI THAPLIYAAL 📄

This blog inspires deeper thinking, critical thinking, and philosophical thinking. It has 200+ original articles, most of them are in poetic tone and some are prose. I write these articles regularly for myself and the professionals around me.

Blog

dasarpAI - Data Science with Hari Thapliyaal
HARI THAPLIYAAL 📄

This blog covers topics like artificial intelligence, data science, MLOPS, GenAI, LLM, Mathematics for Data Science, AI research paper summary, Model Training and Evaluation, Cloud Computing, Analytics, Database and Data warehousing technologies, XAI and AI Interview preparations. It has 100+ knowledge and data science resource articles. I write these articles regularly for students and the professionals around me.

Blog

PMLOGY - Project Management
HARI THAPLIYAAL 📄

This blog is dedicated to project management professionals. It reflects my thoughts on project management processes, best practices, project management certifications and frameworks, body of knowledge, and standards.

Blog

PMBOK6 in Hindi
HARI THAPLIYAAL 📄

This blog is dedicated to project management professionals. This is in Hindi Language and Devanagari script. It has an explorer to explore the PMBOK-6 process in Hindi

Blog

Samskrut Yatra - Sanskrit Sloka, Stotra, Sahasranam in Devanagari Script
HARI THAPLIYAAL 📄

My love for Sanskrit language and Indian culture is so deep that I did couple of courses around this. Then I realized Latin or Roman is a bad script for writing and reading Sanskrit Language text. I improved my Devanagari script and started collecting several hymns and Upanishadic text on this blog.

Blog

WiA Quotations
HARI THAPLIYAL 📄

This blog encapsulates my profound reflections on life through succinct expressions. Featuring 250+ quotations, each encapsulates a thought-provoking perspective, ranging from brief insights to more extensive reflections.

💼 TECHNICAL SKILLS

1. **Large Language Model (LLM):** Finetuning and Deployment of LLMs like chatGPT, GPT4, Bard, LLaMA, LaMDA, PaLM, LangChain

2. **Machine Learning Model Development and Evaluation:** Feature Engineering, Model Tuning, Model Evaluation, Feature Selection, Model Selection, Confusion Matrix, Bias-variance, Scree Plots, Model Monitoring, Retraining, PCA, t-SNE, Dimensionality Reduction, Time Series Analysis, Clustering, Regression, Classification, Anomaly Detection, Object Detection, Explainable AI (XAI) with Shapash and Shap, Classical ML model metrics, NLP model metrics, Cross-Validation.

3. **MLOps / DevOps / AutoML:** Version control (GitHub, SVN, VSS), Containerization (Docker, Kubernetes), Experiment tracking (MLflow, wandb), Automated ML (PyCaret, TPOT), Data Drift Monitoring.

4. **Machine Learning Algorithms:** Regression/Classification/Clustering, Ensemble Trees, Decision Tree, Random Forest, Adaboost, LGBM, XGBoost, Gradient Boost, KNN, K-Means, GridSearch, Support Vector Machines (SVM), scipy (pandas, numpy, matplotlib, sympy, scikit-learn, scikit-image), statsmodel

5. **Deep Learning:** Deep Learning with Keras, PyTorch, TensorFlow, OpenAI, Embedding Transfer/Task Transfer, OpenCV, tfhub, tflite, CV model evaluation, CNN, YOLO, OCR

6. **NLP, NLU, NLG & Embedding:** NLP: Huggingface (repo), RNN, LSTM, GRU, Transformers, BERT, FastText, NLTK, SpaCy, IndicFT, mBERT, GPT2, Word Embedding (word2vec, GloVe, TFIDF, CBOW, Linguistic Features), embedding transfer, NLP model evaluation

7. **Big Data and Cloud Computing:** Hadoop Ecosystem, Spark, PySpark, Message Broker (Kafka), NoSQL Databases (Cassandra, MongoDB), Resource Manager (MapReduce, YARN), Cloud Platforms (AWS, GCP, Azure), Azure Services (Synapse Analytics, Data Factory, Databrick, etc.), Google Analytics, Kaggle, Colab, Resource Manager (MapReduce, YARN), Schedular (Oozie), HBase, Redis, DynamoDB, PostgreSQL, SQL Database, Azure IOT Hub, HDInsight, Azure Data Lake, Azure Store, Azure Stream, Azure Event Hub, Azure ML Designer, Azure ML Studio, Azure Bot Services, Azure Cognitive Services, Zookeeper, HDFS,

8. **On-Premise Computing/ Database:** SSIS, SSMS, SSAS, MySQL, CosmosDB, Oracle, SQLServer, TSQL, PLSQL, Columnar Databases, OLAP Cubes

9. **Data Visualization and Analysis:** PowerBI, Tableau, Plotly, Bokeh, Seaborn, Matplotlib, ggplot2, Data Analysis, Sharepoint, gretl, PSPP, Crystal Reports, using various statistical techniques.

10. **Web Development and Deployment:** Flask, Gradio, Streamlit, FastAPI, Web Development for Design/Deploy using WordPress, Jekyll, Jumala, LimeSurvey, SEO.

11. **Programming Languages and Tools:** Proficient in Python, Java, HTML, VB6.0, and experienced in various IDEs and Package Managers (PyCharm, Visual Studio, Jupyter Notebooks, pip, conda, npm).

12. **Statistics:** Hypothesis testing, Statistical Tests, Descriptive Statistics, Diagnostic Statistics, Inferential Statistics, Prescriptive Statistics and applications in AI.

💼 MANAGEMENT & LEADERSHIP SKILLS

1. Project Initiation, Planning, Work Execution/Coordination, Governance, Closure, Project Management Office

2. Project Risk, Configuration, Quality, Resource, Cost, Schedule, Stakeholder, Communication Management

3. Defining complicated and complex business processes.

4. Change management and process institutionalization.

5. Tailoring ISO, CMMI, ISMS, and process for the organizational and project needs.

6. Business process auditing.

7. Agile, Lean, Scrum, XP, FDD, SAFe, Kanban,

8. Software Size Estimation (function points, COCOMO, use story, planning poker, 3 points, affinity)

9. Effort, Duration, Schedule, Resource Estimation.

10. Team/Individual appraisals, and conflict resolution.

11. Telling ancient Indian stories in situational context, team/inspiration motivation/inspiration

12. Defining team values and creating self-organising teams

📖 PROJECT WORK & EXPERIENCE

SELECTED DATA SCIENCE PROJECTS

Data Science, AI Training and Coaching Sessions

upGrad is a leading online training company. They provide various long-term diploma and degree courses in Data Science, AI, Machine Learning, Software Engineering, Management, etc. Most of these courses are taken by experienced professionals from the industries. HeroVired is another organization in AI/ML long-term courses.
Students in these courses are either looking for a job switch with new skills, or a promotion with new skills or solving some business problem.
As an Xpert Coach I am responsible to engage and guide the students. In 300+ Online Training and coaching sessions, interacted with 2000+ professionals for following long-term courses.

1. Data Science in Business Decision-Making (IIMK)

2. Machine Learning (IIIT Bangalore)

3. Data Science (IIIT Bangalore)

4. Artificial Intelligence & Machine Learning (HeroVired)

Connecting conceptual ideas from Data Science, AI, and ML courses to business problems and solutions. Helping learners

- To apply the learning to their business environment.

- To connect the mathematics, stats, and intuition behind algorithms.

- To explore various career opportunities in AI research, AI product development, and maintaining AI products and services.

- Machine Learning Algorithms for classification, regression, and clustering tasks.

- Bias-variance tradeoff, Confusion Matrix, Model Evaluation

- Deep learning, RNN, CNN, LSTM, GRU, Backward Propagation, Forward Propagation

- Transformer Architectre

- MLOps, AWS, Model Deployment

- Computer Vision, classification, segmentation, object detection.

- NLP, NLTK, Spacy, TFIDF, Skipgram, CBoW, Word Embedding, Sentiment Analysis

AI Powered Historical Book Question Answering

Tech Stack: LLM, Prompt Engineering, Langchain, Pytorch, BERT, DistilBERT, T5, Flan-T5, BLOOM, RoBERTa, LaTeX, Mendeley, ChatGPT, ChatPDF, Python, Seaborn, Google Colab, Kaggle Kernel, Huggingface, W&B

Objective: This AI/NLP project is focused on the intricate task of generating questions, providing accurate answers, and referencing pertinent information within documents. We explored evolving technologies for generating and evaluating insightful questions, descriptive answers, determining performance metrics for question-answer pairs. We explored generating answering without giving specific context. The ultimate goal is to advance NLP capabilities in handling historical and multilingual contexts while improving the metrics of question answering systems.

Solution: In this work, we are exploring techniques for creating questions and answers for a book corpus using ChatGPT and other available techniques (QAGS). Secondly, we are finetuning the answer generation models for creating an answer (AGS). Thirdly we are retrieving a relevant document that may have answers to a given question (DRS). Finally, we are creating and evaluating a system that can answer a history question without any context (RAAGS). In this work, we used The Mahabharata book as a corpus. To evaluate the different sub-systems we have used different metrics like BLEU, ROUGE, Accuracy, Recall, R@n, P@n, F1@n, Cosine. We have used SentenceTransformer for text embedding. Our approach does not depend upon the domain, script, or language of the text document. Neither, does it depend upon the Era when the text was written. The cosine between answer & question, answer & chunk is 0.91. In DRS MRR metric is 0.55, and MAP is 0.25. In AGS cosine between the reference answer and predicted answer is 0.827. In RAAGS cosine between the reference answer and the predicted answer is 0.763

Sarcasm Detection in Hinglish Language

Tech Stack: Python, PyTorch, mBERT, IndicBERT, NLP, FastText, Classification, Web Scrapping, Data Cleaning, ML, Decision Tree, XGBoost, SVC, AdaBoost, Naive Bayes, RNN, LSTM, GRU, LaTex, Mendeley, Literature Review, Research Writing

Objective : Sarcasm Detection in text written in Latin + Devanagari Script and Hindi + English + Indian Languages (popularly called Hinglish).

Solution : Developed Hinglish Language Sarcasm Dataset. Developed custom embedding (BOW, TFIDF, Word2Vec, fastText, Lexical), plus used embedding transfer from IndicFT, fastTextWiki, mBERT, IndicBERT. Used Task Transfer from mBERT, IndicBERT, fastTextWiki and fine-tuned the model with my training data. Developed classifier models using Logistic Regression, Support Vector Classifier, AdaBoost Classifier, XGBoost Classifier, Naive Bayes Classifier, Decision Tree Classifier, Peceptron. Developed RNN based classifier architecture. Analyzed various Embedding Models for Hinglish Text and created 108 models to identify which ML Algorithm, NLP Pretrained Model, and which embedding works best for Hinglish language and Sarcasm detection.

Key Achievement : Developed the best model with fastTextWiki embedding and Naïve Bayesian classifier gives 76% accuracy, 78% recall, 75% precision, 76% F1 score, and 80% AUC. Concluded FastTextWiki embedding along with Naive Bayesian Classifier is the best for Hinglish Language Sarcasm Detection.

Stakeholders: Liverpool John Moore University, M.S Research Thesis, Nov'20

Hand Gesture Recognition from Live Stream

Tech Stack : Python, CV, Keras, CNN, RNN, GRU | Feb '20 **Objective** : Customer wanted to detect 5 hand gesture (left swipe, right swipe, thumbs up, thumbs down, stop) from a camera installed on any TV device so that without using remote control TV can be operated. **Solution** : Customer supplied 800 short (1-2 second) videos in two formats 360×360 or 120×160. I developed CNN+RNN based 50

models with different architectures. Finally, select the best model that can predict these gestures most correctly. **Key Achievement**: The best model gave validation accuracy 72

Driver Availability for the Day

Tech Stack : Python, sklearn **Objective** : A taxi aggregator want to know how many hours a driver will be available to pick up and drop a customer. **Solution** : The number of drivers for any taxi aggregator is a very stable number, but their demand and availability depends upon the day of week, season, weather condition, festival, events in the city etc. Based on the driver profile, the model predicted the number of hours the driver can be available to serve the customer. This information can be used by the aggregator to incentivize drivers and manage dynamic fair. **Key Achievement** : Developed a model with R2 of 0.81

Prosperity Clustering

Tech Stack : Python, PCA, Hierarchical Clustering, KMean, Silhouette Score, Hopkin Score
Objective : There are 200+ countries on the Earth. All countries are not same in the sense of eco-social affairs. Health International wanted to grant $10 million funds for education and health. We need to suggest 5-10 countries for whom they can allocate their funds.
Solution : Based on various socio-economic parameters like GDP, Exports, Imports, PIC, Education, Health, child-mortality, life expectancy etc. we created 5 clusters and selected all countries of a cluster (representing the poorest performance on these eco-social parameters) to recommend for funding.
Key Achievement : Created 5 clusters. A list of 5 countries whom the NGO can help.

SUMMARY OF PROJECT MANAGEMENT TRAINING & CONSULTING PROJECTS

1. Designed PMP Course As per PMBOK Edition 4.0, 5.0, 6.0 for PMP Participants. This program is PMI, USA approved certification program. It has content of 35 hours of classroom-based training. (2010-2018)

2. Designed CAPM Course As per PMBOK Edition 4.0, 5.0, 6.0 for CAPM Participants. This program is PMI, USA approved certification program. It has content of 23 hours of classroom-based training. (2010-2018)

3. Designed PMI-ACP Course As per PMI-ACP course outline for PMI-ACP Participants. This program is PMI, USA approved certification program. It has content of 21 hours of classroom-based training. (2013-2018)

4. Designed multiple MSP (Microsoft Project) training courses for Project Managers and other users, who want to learn this tool for project planning, governance, and reporting purposes. (2006-2018)

5. Designed Dozens of other customized project management (Risk, Quality, Costing, Proposal, Vendor Management, Requirement Management, Resource Management) training courses based on the customer's need. (2010-2018)

6. Designed PMP exam simulation question bank with 1000 questions. This was developed for PMBOK Edition 4.0. (2012)

7. Open-house Class Room Training: Trained 4000+ leaders in 300+ corporate on PMP®, Agile Project Management, PMI-ACP®, PRINCE2, PMI-RMP®, PMI-SM®, CAPM®, Microsoft Project®, Project Online, Enterprise Microsoft Project Server®, AgileEVM, Earn Value Management, Function Point Estimation (FPA), Scrum. (2010-2018)

8. Online Training: Trained 2000+ learners, 400+ sessions, 1600+ Hours. (2019-Till Now)

9. PMO Head in Dynamics NAV Implementation Project for a Major NGO. (2015)

10. PMO Coach in Industrial Engineering Co. PMO Setup, defining new roles & responsibilities, training, implementing EPM, PMO reports, and dashboards using PowerBI. (2017-2019)

11. As a Head PMO defined & implemented PMO, scorecards, KPI, and the dashboard for my Company. Implementation in Sharepoint and Microsoft Project Server. (2006-2009)

12. Managed projects/programs as program/project manager, scrum master, and agile coach. (2005-2019)

13. Consultant/MR/Lead for PMO, CMMI, ISO9001:2000 initiatives. (2007-2009)

14. Delivered many training courses at international locations for the citizens of the Philippines, Singapore, Indonesia, Malaysia, Thailand, and Japan. (2013-2018)

15. Classroom training experience of around 8000+ hours. (2010-Till Now)

16. The Average Rating of training feedback of all training courses is 9.36 out of 10. (2010-2015)

17. Managed delivery center of 100+ people.(2006-2009)

18. Project Management experience of managing 30+ IT projects of 40,000 Mandays. (1996-2010)

19. FPA counting experience of more than 30000 FPs of 15+ proposals/projects. (2005-2017)

20. Experience at strategic & tactical management level. (2006-Till Now)

21. Experience in IT Product development lifecycle from conceptualization to selling to product improvisation. (1996-2018)

22. Sound understanding of ITIL and ISO-20000, ISMS/ ISO-27001 frameworks. (2006-2009)

23. A profound experience of Business and Delivery Process Engineering; defining, implementing processes, and defining metrics and quality goals for process improvement. (2005-2018)

24. Solid experience in Managing OPA & process institutionalization.

PROJECT MANAGEMENT & DELIVERY ROLE

In different roles of System Analyst, Solution Architect, Project Manager, and Delivery Head with different organizations successfully took these initiatives.

1. Motivated many technical people to become Microsoft-certified professionals. This led the organization to become Microsoft Gold Certified in 45 days. 2006

2. Defined, developed, and implemented a 360-degree appraisal system. (2007)

3. Started KYO (Know your organization) initiatives for Employees. 2007

4. Implemented agile/scrum in 5 projects as a scrum master and a scrum coach. (2006-2016)

5. Developed initial architecture of Enterprise Document Management System. (2007-2008)

6. Developed architecture for Project-Program-Portfolio performance reporting system. 2007-2008, 2018

7. Developed three products in the BFSI domain MATS, CASE, and FILAC from base zero. These products are for EOD processes, accounting, inventory for share brokering houses, and their investors. (1999-2000)

8. Developed an ERP product CXD for the Cargo domain. (1996-1998)

9. Completed impact analysis of 24X7 banking functionality on UI, BO & DO of huge legacy Retail Banking Application. (2001)

10. Helped many people in aligning their aspirations, efforts, education, and natural talent and identifying opportunities for themselves. (2001-Till now)

👤 CONDUCTED CORPORATE AND OPEN HOUSE TRAINING FOR

HR, Staffing, Training, EduTech	QAI, Vinsys, AllSec, Pyramid IT, Future Focus, ECCI, Allsec, upGrad, HeroVired
IT Consulting, Software	Accenture, KPMG, Tally Solutions, TCS, SAP Labs, Pyramid IT, Sutherland, Wipro, NIIT, Mphasis, Amadeus, Hibu, Birlasoft, Aurovision, Cognizant, CSC, IBM, Capgemini, Infinite Computers, Infosys, HCL, Kale consultants, L&T Infotech, Microland, Sun Guard, ITC Intotech, LeoTech, California software, Honeywell Technologies, Genpact, CGI, Intelenet Global, Xansa, Pata Infotech, SXChange, Thales Software India, EDS, Dreamorbit, Ellucian, ABM Knowledge Ltd, Emerio, Temenos, HDI, Clicklab
Government	Mayniland Water, Department of Finance (Ph), Kerala State Productivity Counsel
Telecom	Uninor, Reliance Communication, Qualcomm, Nokia Siemens, Airtel, Smart Telecoms, Orange, Verizon Wire & Wireless
ITES/BPO	Service India, Real Page, WNS, Hewitt, AXA Technologies, BACS, Caliber Point, Cbay Systems, AGS Health
BFSI	Standard Charted Bank, JP Morgan, TATA AIG, United Health Group, Birla Sunline Insurance, ANZ bank, HSBC, Deutsche Bank, ICICI Pru, RBS, Bank of New York, Avaya, S & P Capital IQ
Petroleum & Chemical	Chemfab Chemicals, Tagros Chemicals, Gujarat Gas, Reliance Industries
Automobiles	TOYOTA, Mercedes Benz, Delphi
Media	Smart Communications, Multi-Media Communications
IT (Hardware)/ Electronics	Toshiba Embedded Software, Kongsberg, Dell, Infineon, Cisco, Acer Dubai, Ericsson, ABB, Huwei, HP, Godrej
Construction, Infra, Heavy Eng.	Zamil Infrastructure, L&T TS, Arcelor Mittal, Gammon India Ltd, TEAM, ReyChem
Pharma	Sanofi India, Pfizer Pharmaceuticals
Power	Vikram Solar, Andritz, BFL Hydro Power
Industrial, Engineering	Tyco Fire & Security, Wheels India, Turner & Toronsent, Schneider Electrics, Tata Elexi, Xerox, ABB
Others	INSEAD, NICT, Flipkart, ISKCON, VGL Group, Netambit, Feedback Infra, Pepsico, ITC, Dover India, TWISS, Reckitt

💼 VOLUNTEER WORK

Management Consultant, Ramkrishna Mission, Trivendram, Dec'21 - May'22
To provide quality services at scale, the hospital realized that they need to change their existing IT infrastructure and equipments in the hospital. They discussed cost of change with many suppliers, and the proposed cost of this project was around 2cr. Due to this high-cost, hospital management engaged me to head this initiative from remotely. During my engagement with the hospital we did some ground level work which took around 3 months. This whole exercise and detail report helped hospital management in making a clear-cut decision around go, no-go, and alternative options. This reduced the cost of this project drastically.

Mentoring & Counselling Jan'10 - To date
Career counseling and mentoring for hundreds of people in choosing the right track, skills in their Data Science career, NLP/CV, Product Management, Project Management, and Leading a Happy Life with the right philosophy in place.

Project Manager, Infinity Foundation, Aug'17-Dec'17
Identify short-duration informational clips from 1000+ hours of videos of Mr. Rajiv Malhotra. Rajiv Malhotra is a Researcher, Authors of Many Books, Veteran Indologist, Speaker on Indian Culture and Civilization. Identified 400+ clips with 5 volunteers which were consumed by course creators to design course and create topic specific YouTube videos & playlist.

Ramakrishna Seva Ashram Hospital, Haridwar Mar'19-Mar'19
Mission has many part-time, full-time, contractual, individual/organization, volunteers helping them in running the hospital services. These people work in different roles from Gardner, nurse, hospital assistant, cleaner, food supplier, etc. Mission had a very complex payroll system, that needs to be managed by full-time people. An existing system was having the many problems. I created an integrated system that has data of all the existing systems in one place. This makes analysis very easy. At the same time central processing of payroll from one place.

Project Management Consultant, Youth for Seva, Jun'17 – Jul'17
Designed a School Development program for YFS. With this children of different age groups >=5th class and <=8th class studying via the vernacular medium can be engaged at the national level. The program design takes care of • The subjects children want to learn at the different locations, • The volunteer teacher's availability, • Measuring learning effectiveness, • Tracking various metrics related to attendance, hours of teaching, the impact created, • The volunteer hours contributed by an organization, • Volunteer rewards. • Rolling up metrics from the school, area, district, state to organization level. • Volunteer Enrolment for a particular location, day and subject. • Benchmarking and improving trainings through TTT program • Donor management for this program and for the different activities of this program • Change Management process related to the program and activities

PMI Mumbai Chapter
MBA in Project Management Course Design Committee Member Jun'09-Mar'10
Design MBA program in Project Management for NMIMS. This was accredited by PMI USA. The existing MBA course needs to be adopted for Project Management Students. PMI has some guidelines which need to adhere before NMIMS can submit their proposal for accreditation. PMI Mumbai chapter helped NMIMS in this process. I was one of the members of this course design team.

Chair- Conflict of Interest Committee, Sep'08-Feb'09
• Identify the potential "conflict of interest" situation in the work of PMIMC board members. • Educate volunteers and BOD members on COI situations • Detect COI and bring to the notice of the Board of Directors (BOD) • Recommend suggestive actions for any COI encountered

Vice President Volunteer Development, Jan'09-Mar'10
• Understand the volunteer needs (number, skills, duration, and deliverables) of the PMIMC. • Adver-

tise the volunteer need through various communication channels. • Meet, interview, and understand the aspirations and expectations of volunteers. • Create a volunteer pool based on the skills, aspiration, and expectations of volunteers. • Assign volunteers to portfolios or PMIMC project activities and make sure that their services are being utilized and they are motivated • Maintain volunteer database • Plan special events for volunteer development • Appraise volunteer performance and take appropriate action with the help of concerned portfolio owner • Conduct volunteer meetings, understand their concerns and present them to the BOD. • Prepare volunteer training material • Identify training needs of volunteer • Train volunteers on role and responsibilities • Prepare and submit annual budget to BOD • Reward and recognize volunteers for their contribution • Develop a volunteer career plan • Email account/configuration management • Sharepoint bases website access permissions/configuration/fine tuning/ subsite creation.

PMI Chennai Chapter
Vice President Volunteer Development, Aug'10 - Oct'11