

Vice-President – Professional Services | Technology & P&L Management
Enterprise Systems

Driving Revenue & Customer Satisfaction Through Leadership

Professional Services leader who helped Sales team in closing over \$10M in ARR in a year, Generated PS revenue of over \$4M in a year, Increased PS utilization by more than 40% (avg 125% in last 10 quarters), exceeded quality and customer satisfaction benchmarks.

Held executive roles in SaaS product companies, and a variety of consulting firms. Has successfully run a product and consulting company serving some of the largest enterprises in the Bay Area. Has played pivotal roles in strategic BI and Big-Data programs at companies such as Cisco, NetApp, VMware, and Intuit etc. as their trusted advisor.

Conceptualized and created a multi-tenant SaaS DW/Visualization product that had a successful launch at DEMO Fall 2013 and generated demand among end customers and partners.

Deep Expertise that Enables Business Success

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| ➤ Professional Services Leadership | ➤ P&L Management |
| ➤ Pre-sales / Sales support | ➤ PMO standards & processes |
| ➤ Exceptional customer handling skills | ➤ Technical and services Team Building |
| ➤ Technology Transformation | ➤ Hands-on with technology |

Relentless Focus on Client Deliverables and Business Growth

Vice-President Professional Services – Host Analytics (Mar 2016 – Current)

- Leading a highly metrics driven professional services portfolio with focus on Data Integrations (achieved highest utilization, highest per consultant revenue and zero customer issues/escalations in last 10+ quarters)
- Involved in pre-sales / sales support and helped close hundreds of deals worth over \$10M ARR in last four quarters
- Involved in upsell activities helping customers optimize their investments while increasing PS revenue. Generated PS revenue of \$4M in last four quarters
- Client facing interactions are at CIO/CTO, executive IT management level
- Worked on nurturing and building strategic partnerships with Workiva, Prevedere, SAGE and Blackline to enable new product offerings and prepackaged solutions for our common customers
- Working closely with Product Management and Engineering for creating native integrations and comprehensive APIs for all data management needs
- Was given temporary responsibility of leading the Global Support team with 24x7 coverage for customers across the globe to streamline the overall process and metrics

Cerebrate Inc. (Co-Founder of Consulting Services and DW/BI Product business) – 2010 - 2015

Senior Director (Senior Program Manager - Consumer Products Platform & EDW/BI) - VISA Inc. (Jan 2015 – Dec 2015)

(Consultant position)

- Led multiple programs with 30+ internal and vendor resources
- Efficiently managed over \$6M budget
- Technology Transformation initiatives such as ATM Locator, and "Visa Account Updater" helped VISA monetize and get quick ROI

Director (VMware, Intuit, Cisco (Jan 2013 - Dec 2014))

(Consultant position)

- Managed the enterprise process transformation program for Cisco, redesigning a lean and profitable Quote-to-Cash process.
- Resolved project delays and delivered key bookings, billings, backlog reporting for the office of CFO at VMware
- Successfully led a brand-new reporting, analytics initiative for the Quicken Health Group of Intuit

Senior Program Manager - NetApp Inc. (Jan 2010 - Jan 2013)

(Consultant position)

- Managed the DW/BI track of a \$150M+ strategic and cross-functional initiative to improve the "Quote to Invoice (Q2I)" / "Order to Cash (O2C)" processes by implementing Oracle R12.
- Won leadership award for partnering with business and thinking "outside-the-box" to speed up implementation
- Managed a quarterly budget of \$3M+, over 25 onshore/offshore teams and vendors

Vice-President (Professional Services- BI/EPM) - Senturus Inc. (Jan 2008 - Dec 2009)

Senior Director (Professional Services) – Jan 2007 – Dec 2007

- Improved gross margin from 30% to 50% in a P&L of over \$8+M
- Involved in sales-support, creation of PMO standards
- Responsible for team building / recruitment, grew team from 5 to 12

Senior Managing Consultant - Quovera Inc., HCL Technologies (June 1995 - Jan 2007)

- Managed various technology programs for clients such as Cisco & Nortel Networks
- Programs included SFDC, MDM, BI implementations
- Managed client relationships, vendor relationships, business and technology resources

Education

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| ➤ MBA (General Management) | ➤ PMP (Project Management Professional) |
| ➤ BS (Math & Information Technology) | ➤ Six Sigma Green Belt |
| ➤ Chartered Systems Analyst (CSA) | |