

Contact

www.linkedin.com/in/nithyaprabhakar (LinkedIn)
www.infosys.com (Company)

Top Skills

Pre-sales
Global Delivery
Strategy

Certifications

Business Strategy from Wharton:
Competitive Advantage

Nithya Prabhakar

Former Vice President & Head - Business Critical Projects and
Technology Support at Infosys
Bengaluru, Karnataka, India

Summary

A passionate leader with an , , having an excellent track record in successfully performing varied leadership roles across several functions , units and geographies.

Dynamic, results driven and accomplished senior management professional who mentors with purpose and understands that strong working relationships create great teams and produce exceptional results

(/): Makes the impossible, possible... Ability to Overcome complex business and IT challenges... Salvage and strengthen relationships. Turnaround bottlenecked, behind schedule, financially off-track projects... Lead teams to achieve exceptional results.

: In-depth experience and proven capability in the following areas viz. delivery and operations management, development center management, unit business planning, strategy planning and execution, Budget and Operation Planning and Monitoring, client relationship management/ account management, Risk management, Large Organization Change Management, program management, project management & software development, Talent Planning and Deployment.

- - BEF - Gold - 2020
- Unit Excellence Award for BEF – Platinum - 2018
- Unit Excellence Award for BEF - Category Commendable - 2017
- for Innovation - Products & Platforms - Mar 2015
- Clients Supplier - Olympics Gold Medal and People's Choice Award (Individual) - Jan 2011
- Plaque from a World's Leading Consumer Lifestyle & Lighting Client for Customer Excellence - 2009

- Manufacturing Business Unit Award for Outstanding Performance (Individual)- 2008
- Hi-Tech Business Unit Star Award for Extra Mile (Individual) - 2007
- Hi-Tech Business Unit Star Award for Leadership (Individual) -2005
- - Value Champion Award (Individual)– 2005
- - Program Management – US Client - 2003
- - Customer Delight - US Client - 2002
- Unit Best Account/ Engagement Manager Award - US Region (Individual) - 2001
- Chairman's Award for People Management –2000
- Client Plaque from a leading US Insurance Client -for program management -1998-2000

Experience

Infosys

25 years

Vice President and Head - Business Critical Projects and Technology Support

October 2022 - November 2023 (1 year 2 months)

VP and Head - Strategy Plng & Opns and Talent Plng & Deployment

April 2017 - September 2022 (5 years 6 months)

Chennai, Tamil Nadu, India

AVP & Head - Automation

June 2013 - March 2017 (3 years 10 months)

Bangalore

Initiated , conceptualised and incubated the Automation initiative in Infosys BPO. Provided thought leadership and guidance wrt the big picture approach and direction on the various solution components required . As Head Automation , driving solution development and deployment across various client operations to help enhance perfect process performance and increased client experience , by moving to a near zero touch process.

AVP & Head - Transformation Solutions

September 2010 - March 2014 (3 years 7 months)

Chennai Center Head and Client Operations Head

December 2008 - August 2010 (1 year 9 months)

As Head Of Chennai Center responsible for end to end services in the F&A space for Key Infy Clients. This included services to North America , India and Asia Pacific. Turned around the center from being the lowest in Customer and Employee Satisfaction to number one in both areas within 3-4 quarters

Head - Delivery Strategy

February 2008 - December 2008 (11 months)

Head of Strategy Development and Deployment for MFG Delivery Units. Job Includes Strategy Planning and Actionizing, Developing Scorecard, Goal Flow Down, Risk Management, Operations Management, Driving Change Management, Metrics and Measurement including Definition, tracking and Monitoring of Leading and Lagging Indicators, Driving Change Initiatives that will help achieve goals and objectives including actions that will bring in Customer, Delivery, Operations and People Excellence.

Unit Operations Manager

2006 - October 2008 (2 years)

Responsible for business planning, operations planning, operations management, budget management, operations and board reviews , risk management, & change management of a large business vertical in Infosys.

Delivery Manager

2004 - 2006 (2 years)

Account / Engagement Manager

2001 - 2004 (3 years)

Project Manager

1998 - 2001 (3 years)

Education

Stanford University Graduate School of Business

Executive Leadership Program · (August 2018 - August 2019)

Anna University

Postgraduate Degree, Computer and Information Sciences and Support Services · (July 1984 - June 1986)

University of Madras

Bachelor of Science - BS, Mathematics · (June 1981 - May 1984)

