

Baskaran K



Director of Product Engineering

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US Permanent Resident

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Portfolio Management Leader with 18+ years of career history delivering complex multi-million-dollar Software Application Development and Maintenance (ADM) Global Service Delivery and Product Engineering engagements.

Exceptional record of success in leading top performing global teams, turning around underperforming engagements, aligning business goals with technology solutions to drive revenue growth, improve bottom line gains and customer satisfaction through continuous process improvements and innovation.

Excels in designing delivery framework for variety of engagements - Managed Services, IT Consulting, Product delivery

Key Career Success and Strengths

- Transforming Businesses:
 - Built delivery organization from scratch in record time for a startup Product company that went through bankruptcy and ensured back to market in 4 quarters
 - Grew Ericsson Managed Services portfolio ADM accounts worth \$300M+ by 5% through add on sales in addition to a year-on-year savings of more than 8% on existing accounts by redefining delivery strategy through continuous process improvement, innovation, partnerships, and right outsourcing
- Leading Global Teams: Spearheaded globally distributed cross-functional teams with more than 10 first line managers and teams of more than 60 engineers
- Technology Leadership: Architected and developed several telecom OSS applications and tools for Motorola, Ericsson, and several top tier telecom companies across a breadth of domain from Radio Frequency optimization, Network Performance Management, Engineering Drafting, Robotic process automation
- Managing Partnerships: Defined and executed Professional Services partnerships and strategic IT consulting partnerships to address gaps in Ericsson ADM consulting business ensuring quality timely delivery
- Engineering Degree: Distinction in Master of Technology – Information Technology, Indian Institute of Information Technology
- Continuous Process Improvements: Owner of CMMi certification showcase projects. With more than 15 years of experience in Agile Methodologies have configured/executed Agile Scrum/Kanban projects on various platforms - Jira and VersionOne.

Key Skills

- Program Management, Product Management, Business Development, Go to Market strategy, Agile Methodologies, Global team management, Team building and Mentoring, Client Relationships Management, Executive Readouts, Outsourcing and vendor/partner management
- Presales, Due Diligence, Risks Assessment, Solution Assumptions & Dimensioning, SOW Statement of work
- People Management, Cross functional team management, Software SDLC, Release/Feature management, Resource Capacity optimization, Working Level Agreement, Cost center management, Budget & Cost Reduction, Profit & Loss
- Scope Management, Requirements Analysis, Design Architecture Analysis, Delivery scheduling across releases/deployments, Scrum, Kanban, Incremental, Waterfall model, CMM & CMMi, Six-sigma Process, ITIL v3 Service Delivery, Retrospective and continuous process improvements, Project closing and Knowledge base development

Technical Skills

- ADO, Jira, MS Project, VersionOne, Visio, MS Office, Workzone, ServiceNow, Remedy, HP Service Manager
- C#, ASP.net, MS SQL Server, C, Ubuntu, Yocto Linux, Tableau, SAP BO, WebSphere Application Server, Elasticsearch, Rabbit MQ, Logstash, Oracle, My SQL, ClearCase, TestComplete, NUnit, Linux, Perl and PHP, Hyperledger Fabric Server, Fabric CA, Python, Git, Golang, Angular, Java, Java Spring Boot, NodeJS, LoopBack, JUnit, JMeter, Jest, aws cloud services – CouchDB, S3, Kubernetes, Kafka, Jenkins, aws EC2, aws Lambda microservices, YOLO, TensorFlow Lite, ARKit, SceneKit, CoreML, ARCore, Sceneform, Cyber Security, Zero Trust Network Access, Virtualization, Azure, SPLUNK, ELK, Linux Kernel, Yocto Linux

Education

- Master of Technology (Information Technology) (P.G.D.P.I.T) - Indian Institute of Information Technology - Jan '02
- Bachelor of Technology – Electrical and Electronics Engineering - Pondicherry Engineering College - May '99

Certifications

- | | | | |
|----------------------------------------------|-------------|-------------------------------------|------------|
| ○ Project Management Professional (PMP) | - PMI | ○ etom - Business Process Framework | - TM FORUM |
| ○ Microsoft Certified: Azure Fundamentals | - Microsoft | ○ Six Sigma Yellow Badge | - Motorola |
| ○ ITIL® Foundation Certificate in IT Service | - AXELOS | | |

Experience Summary

- Director of Product Engineering – BlueArmor (InfoVision), Richardson, TX, USA, Mar '21 – Till Date
- Senior Program Manager - Verizon Communications (InfoVision), Irving, TX, USA, Feb '20 – Mar '21
- Senior Project Manager - EdgeVerve (Infosys Ltd) Plano, TX, USA, Jul 17 – Feb 20
- Senior Service Delivery Manager - Ericsson Inc, Plano, TX, USA, Oct 10 – May 17
- Senior Software Engineer - Motorola India Private Limited, Hyderabad, India, Mar 06 – Oct 10
- Software Engineer - i7 Software Asia, Chennai, India, Jan 05 – Mar 06

Portfolio Management and Cross Functional Leadership

BlueArmor (InfoVision)

Director of Product Engineering

Mar 2021 – Till Date

BlueArmor Extensible Trust System (XTS)

Hired to establish a Delivery organization from scratch for company that has gone through bankruptcy. Successfully ensured back to market in record time of just three quarters

- o Strategized and implemented highly efficient Delivery Framework. Deployed best lean strategizes around Wave Onboarding, Shadow/Reverse Shadow KT, Multiple POD Teams, Right Offshoring, Fostering high ethics, mutual mentorship and collaboration
- o Lead Vendor evaluation and entire manufacturing process from POC to production
- o Engaged executive team and stakeholders across the company to ensure alignment between Engineering and business.
- o Established effective lean budgeting approach to favor start up ecosystem
- o Established KPIs and metrics across the team to measure product performance

Verizon Communications (InfoVision)

Senior Program Manager, CSG Verizon

Feb 2020 – Mar 2021

Verizon 5G Home Self Installation – AR Experience

Conceptualize and Develop Reusable Augmented Reality, Machine Learning and Remote Screening platform/framework on iOS and Android platforms and apply the same on 5G Home self-installation use case.

- o Delivered a unique auto tagging solution on top of YOLO families to generate CORE and TensorFlow Lite model. This solution saves more than 80% of manual effort in tagging and data collection and generates multiple models for iOS and Android.
- o Conceptualized and developed Remote Assistance solution to provide real time support to mobile users through features like screen sharing, live audio streaming, customized annotations, visual history, and analytics

Verizon Wholesale Dispute Management – A Blockchain initiative

Hired to improve delivery KPIs and value adds to end customer on a complex Blockchain Digital Transformation project aimed to save over \$74M for Verizon Business on a 100K transactions per month with wholesale partners. Applied Business reorganization principles, reengineered existing legacy Dispute Management solution using Domain Driven Design principles for building RESTAPI's/microservices on Blockchain for Verizon BSS (Business Support Systems) there by turning around the program to one of the top performing ones in Verizon CSG organization

- o Defined delivery strategy by restructuring product requirements and milestones, adapted agile delivery methodology, revamped complete tools set, built reports/dashboards providing program visibility from top executives to developers
- o Guided team in arriving at new design for Blockchain ingestion layer based on aws cloud serverless architecture resulting in enhanced performance using aws lambda microservices using spring boot framework and NoSQL CouchDB, reducing ingestion layer cost by over 95% and eliminating dependencies amongst functional teams. In addition, guided the team in successfully migrating existing solution to aws cloud Blockchain on Hyperledger Fabric 2.1
- o Lead an agile cross-functional team involving Verizon Business, engineers from Verizon India Development team and multiple Implementation Partners/Vendors both local and overseas, to deliver best feature velocity, throughput there by ensuring an excellent customer satisfaction, functionality, usability, and simplicity
- o Configured easy BI dashboard to provide real time reports on JIRA scrum and Kanban projects
- o Led the leaders from different functional teams and provided readouts to Verizon top Executives

EdgeVerve (Infosys Ltd)

Senior Project Manager

Jul 2017 – Feb 2020

Led EdgeVerve Products customization and delivery management for US Customers. Managed several products including, AssistEdge Robotic Process Automation (RPA), AssistEdge Real Time Expertise manager (ReTEM), Artificial Intelligence based NIA Procurement Insights, Chatbot. Aside built a Rapid POV team to prove value in less than 4 weeks to client.

- o **AssistEdge Rapid POV:** Built a tiger team across globe to provide Proof of Value to AssistEdge RPA Clients in just 4 weeks on client's use case at their premises and infrastructure.
- o **Citibank RETEM (Aug 2017 – Apr 2018):** Customized and deployed (ReTEM) solution for Citibank TTS organization. Integrated RETEM with Citi Frontend portal and developed customizations on RETEM for Citibank business and DMZ security needs. Implemented near real time reporting through NoSQL Logstash and Elasticsearch
- o **JC Penny, Plano Texas (Apr 2018 – Sep 2018):** Automated JCP invoice processing system using AssistEdge RPA integrating four different external systems - Approval Management System, SharePoint, SAP Oracle DB and JCP internal excel based tool. Implemented and deployed complete solution at JCP premises.
- o **AT&T Spend Transformation (Aug 2018 – Dec 2018):** EdgeVerve deployed artificial intelligence-based NIA Data Insights tool to analyze/categorize spending and report areas of improvement.

Recognition: Recognized for delivering RETEM for Chat application for Citi TTS organization in record time with zero defects

Ericsson Inc

Senior Service Delivery Manager, ADM Managed Services

Oct 2010 – May 2017

Reporting directly to VP, spearheaded presales (CFR – Contract Fulfillment Responsible), managed delivery of several Managed Services and Ericsson OSS products customization & integration engagements. Directed 6 major Managed Services accounts with revenue from couple of hundred thousand dollars to \$60M+ and managed engineering teams from 8 to 147, including 10+ first line managers. Turned around several underperforming accounts to the best delivery accounts by formulating Managed Services Delivery and Maintenance strategies, establishing partnerships with key technology entities in alignment with overarching organization and program objectives.

➤ CFR (Contract Fulfillment Responsible) - Presales

Evaluate every ADM Managed Services Business proposal from Delivery/Fulfillment side. Conduct complete Due Diligence, Identify Risks, perform Dimensioning exercises, evaluate Solution Assumptions, evaluate end to end Delivery organization structure, Delivery process, tools and write SOW (Statement of Work) and run execute presentations

➤ Senior Service Delivery Manager

- **Cricket OSS Tools – ADM MS:** Assigned to fix an underperforming Managed Services engagement of \$30M+ comprising 74 OSS tools and applications, I turned around the project to be SLA compliant in under six months by streamlining delivery process, tools, enforcing reusability, automation, proactive monitoring & maintenance
- Managed a team of 33 On shore and 24 Offshore engineers including 6 first line managers
- Transformed engagement to be highly successful one, earning **eStar Leadership award** for consistently delivering 100% SLA compliance with best customer satisfaction throughout rest of contract duration
- Reduced Incident tickets by more than 80% with in first 3 months by identifying key problematic areas using various RCA process - 5 whys, Ishikawa, prioritizing, proactive monitoring/maintenance, automation
- Implemented comprehensive ITSM Change Management and Incident Management process on ServiceNow
- Achieved year on year savings of more than 10% through automation, training, right outsourcing, and partnerships
- Relationship management with key client executives and managers in a challenging environment, providing monthly Executive readouts
- **AT&T Telcordia ADM MS:** Successfully transitioned 147 resources to Ericsson as part of 5 years Managed Services engagement on 34 mainframes based Telcordia systems.
- Established partnership with key vendors in securing more than 60% incumbent engineers saving \$1.2M in training budget
- Got recognized for ramping up the team in record time using Train the Trainer concept
- **T Mobile Uprising Hawkeye for CBIO Charging and Billing in One solution:** Led a totally greenfield MS engagement on TMO CBIO product. Successfully delivered a near real time performance reporting system using NoSQL Hadoop Big Data on CBIO
- Built a delivery team of 12 engineers distributed globally in record time
- Reduced cost over 40% in accordance with budget cut by streamlining development and release process.
- **Sprint Managed Services ADM, Sprint:** Managed an IT consulting engagement of over \$7M. Established critical partnerships to ensure timely fulfillment of staffing needs.
- Built strong pipeline for future quarters by closely engaging Customer
- Designed training and development programs to increase quality of personnel and software delivery

➤ Solutions Architect

Led both technology and delivery management role on Sprint MS ADM and Ericsson OSS tools engagements

- **Sprint Managed Services:**
- Lead solution architect for Sprint OSS applications - EDMS Engineering Drawing Management System, TRAMS, PIERS Platform Information Engineering Reporting System
- Successfully led end to end implementation of EDMS involving integration with AutoCAD using .net SOA and Sliver Light
- Managed a team of 20 engineers and got recognized for helping Ericsson Chennai ramp up a team of 60 in record time
- **Ericsson OSS Product:**
- Designed and implemented several Ericsson OSS products, ENCPT Ericsson National Capacity planning tool, UCT Unified Constraints Tool for Network planning
- Reduced cost of quality by automating coding guidelines, NUnit testing and automating functional/regression testing
- Reduced development effort by more than 25% through reusability, best coding practices and tools

Technical Leadership

Motorola India

Senior Software Engineer

Mar 2006 – Oct 2010

- Lead software engineer with wide range of responsibilities from feature development to system testing, scrum master, SCM - software configuration management, Six Sigma process compliance lead, security compliance lead, transition lead for Motorola's products - UMTS RAN, IOS Intelligent Radio Frequency Optimization and Retune Management Application
- Successfully transitioned Motorola RMA application out of Motorola Italy to India.
- Built several tools to automate nightly build, automate regression testing, test data generation and coding metrics generation, saving more than \$100K through better quality delivery
- Recognized multiple times for zero defect delivery and for contribution to Motorola's patented HATA gain calculation algorithm improving accuracy of telecom OSS Radio Frequency Optimization exercises

Publications

International Conferences

- "Risk Assessment Framework: ADRIM Process Model for Global Software Development" at Springer Nature Singapore Pte Ltd. 2018 https://link.springer.com/chapter/10.1007/978-981-13-2348-5_1
- "Global Software Development: A design to measure risk of global practitioners" at '2016 International Conference on Computing', Analytics and Security Trends (CAST) <https://ieeexplore.ieee.org/document/7915036>
- An Approach to Design and Evaluate the Risk factors for Global Practitioners at SEKE 2016 international conference, Jul 2016

Selected Honors & Awards

- Best Performer – Ericsson Inc – Mar 2017 - Accomplishing One full year of 100% SLA compliance in USCC NPE project
- eStar Leadership – Ericsson Inc – Sep 2015. Consistent SLA compliance on OSS tools delivery
- Employee of the Quarter – Ericsson Inc – Feb 2014. Turning around Cricket Managed Services engagement to top performing engagement in entire Ericsson Managed Services organization
- Power Award – Ericsson India – Dec 2011. On time quality delivery of EDMS product for Sprint Customer
- Power Award – Ericsson India – Sep 2011. Record time ramp up of 60 members offshore team for Sprint engagement
- Bravo Award – Motorola India Pvt Ltd – Apr 2008. Improved Geo-Resolution accuracy in patented RF optimization algorithms.
- Bravo Award – Motorola India Pvt Ltd – Jan 2007. ZERO defects delivery of RMA product to Sprint network