An IT Leader with over 20 years IT Industry experience with proven record of leading and managing large complex multiple data centers, data center planning, cloud transformation, cloud solutions, development of cloud offerings as a service (XaaS) offerings, drive innovations, manage risks, manage complex projects, create a more effective business, improve customer experience, improve operational efficiency, business transformation, implement growth options, develop strategy to respond to competitive pressure, business operations, IT strategy, change leader, vendor management, negotiations, risk analysis, DR Planning, business continuity and IT Security. Global team builder, force multiplier and collaborative problem solver using analytics, process improvement, project management, continuous improvement and negotiation strengths to turnaround troubled operations.

**Expertise in**

Business Transformation Business Operations Service Delivery

Strategy Development Business Development Data Center Management

Cloud Technology Center of Excellence disruptive innovations

Global Sourcing Vendor Management Negotiations

Risk Management Disaster Recovery Business Continuity

Data Privacy and Security IT Management IT Governance

Cloud Technology Data Analytics Web App Development

Agile Methodology ITIL v3 Foundation SAP, CRM, SCM, HRM

# Professional Experience / Career History

**IBM Global Services and IBM Global Technology Services (1997 – Present)**

**IBM Resiliency Services - Executive Program Manager: (2015 – Present)**

Led Resiliency Services Global Data Centers services delivery process management, tools, cloud technology, automation, data center information management, sites energy efficiency management, site data and capacity management. Tracking Non-labor (HW, SW, Network, Facilities, Vendors) savings initiatives. For large Resiliency deals building an interlock between Sales and delivery team.

1. Enhanced service delivery business process at 208 DC across 30 Countries with revenue of $560+ Mil. Improved contract management, delivery, SLA, cost savings, resource syndication and asset utilization.
2. Improved customer retention, contract renewal rate and sales with upsell opportunity.
3. Improved energy efficiency by $650K in power savings, by implementing temperature tracking and CRAC controller, airflow and humidity sensors across 112 large Resiliency DC.
4. Achieved savings of over $87 Mil in Non-Labor (HW, SW, Network, facilities, vendor) savings initiative at Global Resiliency data centers.
5. Implemented Global Cloud based Orchestra Tool, for customers to request services for managed continuity and rapid recovery services with ROI of 2000%. Led New Deal App to interlock between Sales, CoE and Delivery Team to shorten on-boarding time of large new customers improving Customer Satisfaction and SLA.
6. Spearheaded product development using agile methodology and deployment of Yellow Pages Tool resulting in improved site management, site utilization and capacity planning, operational efficiency and driving sales growth at 354 Resiliency sites across 54 countries with reduction in operational cost.

**IBM Resiliency Services – Business Operations Manager (Sales)**: **(2014)**

Led Resiliency Services global sales opportunity tracking, **provide sales and pre-sales support**, lead IOT Sales Cadence calls, provided offering and technical support to the Country Leaders in closing mega deal opportunities. Build Sales Analytic tools, Reports and interfaces with Siebel CRM and IBM SalesConnect Tools.

1. Led global signings of $1.6B, revenue $1.1B and GP tracking and driving YOY signings and revenue growth.
2. Led Sales cadence call with IOT leaders to track signings pipeline, mega deals, key opportunities and help required to close mega deals. Led Global Sales Center of Excellence team’s engagement, Billings, recoveries and expense tracking.

**BCRS - Smart Cloud Content Management (SCCM) – Business Operations Manager**: **(2013)**

Led financial and operations management of new cloud based offering development of SCCM. Responsible for led budget planning, project management, vendor management, expense and recovery management, P&L Statement, and business controls to support the development and launch of SCCM offering.

1. Increased SCCM’s revenue by 18%, reduced operating expense by 12% by negotiations with vendors, increased GP, successfully managed the project with challenged budgets constraints.

**BCRS –Data Center Service Delivery - Business Operations Manager**: **(2009 – 2012)**

Led application design and development of business application and processes to support service delivery of BCRS Services in 30 Countries and 150 Data Centers with Global Revenue of $700 Mil. Designed and implemented CMT Tool, Yellow Pages, WW Customer Sat Tool, DR Invocation Tool, Cloud based – Orchestra Tool, Global Data warehouse and data analytics tool. Led fall planning, investments and strategy, new offerings, capital investments, and developing market channels to help drive business growth and margins.

1. Successfully led business operations, service delivery processes, financial and usage based billing process integration of new business acquisition (Arsenal Digital).

**BCRS Center of Excellence(CoE) – Project Manager**: **(2008)**

1. Streamlined new offering development process, improved new offering marketing, education and communication materials for quick enablement of new products and offerings in different Geographies. Led development and improvement of Disaster Recovery Consulting Services and Business Continuity Planning.
2. Developed new products and services by partnering with IBM Research and by harvesting the intellectual assets and bringing them to market into new products and services.

**BCRS - SAP Blue Harmony Project – Executive Consultant**: **(2007)**

Led BCRS Opportunity to Order Management and Order Fulfilment process mapping in Blue Harmony project. Blue Harmony - IBM Internal SAP Project to replace multiple legacy system and tools and create a WW standardized business processes with the objective of simplifying processes and reduce operational cost. Led Internal audits and compliance process for financial data.

**IBM Global Business Continuity and Resiliency Services (BCRS)**

**Business Development Executive – The Netherlands / China (2006)**

* Led BCRS business development opportunities in the Netherlands at ING Bank. Built trusted relationship with Senior Executives building resiliency solution to ING’s requirements and business objectives leading to signings of $8 Mil Consulting and implementation of high availability hot data center deal. Led Risk Analysis, Business Impact Analysis, Prioritized and identified business critical applications. Led Data Center Resiliency and DR Plan and Solution for ING Bank.
* Led business development, sales, marketing strategy, setup of BCRS consulting practice, skills development and strengthening of service delivery capabilities in Beijing and Shanghai, China. As BCRS SME, led coaching, training and education plan. Led development of reusable intellectual assets library, methods and tools to support consulting and Service Delivery. Led business development, Bid, RFP and solution for several large opportunities in China and helped grow BCRS business by 40% (China Mobile, CNOOC, Shanghai General Motors, etc.).

**IBM Client Solution Executive / Project Manager, GM/GMAC / BMW (2005)**

* Led business development opportunity, solution and proposal development for Application Integration Management – Domain for GMAC. Led solution design for outsourcing, transition and transformation, global project management office and governance model, and integration with multiple service providers. Engaged Senior IBM Executives, Pricing team in building bid strategy, pricing, service delivery challenges and risk management.
* Led automotive solution design and development for BMW US manufacturing plant at Greenville Spartanburg, SC.

**IBM Global Services - Executive Consultant / Project Manager**

**Client: Mercedes-Benz US International, Vance, Alabama (1997 to 2004)**

Led SAP implementation and application management team at Mercedes-Benz project to support JIT manufacturing. Led the business processes transformation and design JIT manufacturing, logistics, optimized supply chain management, EDI, product data management, master data management, data strategy and governance, product configuration, product cost analysis, foreign trade zone, vehicle sequencing and scheduling.

1. Built world class state of the art JIT business process for automotive manufacturing and a referenced site for IBM. Resulting in increased IBM revenue by 30% and achieving project SLA bonus.
2. Improved IT service management, project management and deployed productivity tools to track and prioritize development request, to expedite development and improve authorization and tracking there by resulting in reducing project cost, improved tracking and customer control. Improved SLA and Customer Satisfaction to 96%
3. Successfully implemented HR and payroll system, time and attendance system, ADP Interface.
4. Led SAP Application architecture and infrastructure landscape to support automotive business processes, customizable vehicles, high volume manufacturing on multiple production lines, JIT Manufacturing, and delivered strategic and best of the breed resilient and high availability solution to support growing business demand.
5. Worked closely with the IBM Executive team to develop strategies to improve service level, customer satisfaction, resolve key issues and enhance customer relationship.
6. Led risk management, data privacy, data security, audit and compliance management. Led the on-site high availability architecture and off-site disaster recovery solution.
7. Led **business development and sales opportunities** in the automotive and manufacturing sector and successfully closed new signings of over $30 Mil, at Honda, Toyota, BMW, Solar Turbines, Flowserve, Solectron.

**UB Information Consulting Services - Senior Consultant,**

**IBM/Mercedes-Benz, Alabama (1996 – 1997)**

Led Baan ERP Project implementation at Mercedes Benz US International (MBUSI) at Vance, Alabama. Led Master Data and Product Data Management (PDM), data integration with Mercedes Legacy Central Product Design and Documentation Tool 'Dialog', MRP, logistics and materials management.

* Led BaanERP Customization, System Integration, application architecture design to support business, improving customer satisfaction to high 98% and achieving High SLA agreements.

**Rallis India Limited, Mumbai, India**

**Senior IT Officer (ERP Consultant – Manufacturing and Distribution)** **(1994 – 1996)**

Responsible for implementing BaanERP Manufacturing, Logistics and Distribution for Rallis India at its Agrochemicals manufacturing plant at Belapur, Navi Mumbai, India.

* Transformed manufacturing planning process and increased production by 20% and transformed logistics and inventory management resulting in inventory cost savings of 25%, and improved quality management process.
* Led IT Infrastructure team, database team, IT management processes, methodology and tools resulting in no unplanned system outages.

**TULEC Computer Education – Training & Education Leader (1993 – 1994)**

* Tech innovator and education leader for latest emerging computer technologies and computer fundamentals.

# Education and Certification

**Masters of Business Administration (MBA)** – The University of Alabama, Tuscaloosa, AL

**Bachelor of Engineering (B.E.) in Computer Technology** – University of Pune, Maharashtra, India

Project Manager - PMP Certified by PMI (Project Management Institute)

IBM Certified Executive Consultant