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# Muralidhar S

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<https://murali4lp.github.io>

## SKILLS

- Full stack development (MEAN stack) - PWA, SPA
- Program Management
- Data Science
- Process Consulting
- Business Analysis

## EXPERIENCE

### *A bootstrapping tech entrepreneur*

JAN 2018 - PRESENT

- Currently working on a full stack PWA app based project (beta version available).
- Previously, I have completely designed and developed [Senixa](#) - a custom Business Intelligence Dashboard builder SaaS solution (beta version available). Explainer videos can be found on what Senixa [does](#) and how it [works](#). A demo of the product can be provided, if needed.
- Gained invaluable experience in developing end to end, full stack (MEAN), progressive, single page web apps.

### **Cognizant Business Consulting (CBC), Bangalore** - *Senior Consultant*

**Client** - A leading search, internet and technology giant

**Role** - Program Management

APR 2014 - DEC 2017

- Part of team that managed a global **Feet on Street** business data (business listings) acquisition program for the client's mapping and related local data products.
- Managed engineering requirements, testing and release management for the suite of mobile apps and web applications used by business data acquisition, quality check and data processing teams.
- Led and helped execute several pilots, process, policy and training initiatives to drive efficiency, improve overall process performance and improve data collection coverage.
- Closely collaborated with multiple stakeholders - Engineering, Mapping Products teams, Operations, Policy - to drive program execution.
- Played a key role in implementing and managing change in process, tools, policy and training in the successful global transition of the standalone Feet on Street program to the client's overall Local

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Business Data Org. The client was able to achieve significant cost efficiency through a great degree of standardization in tools, processes and policies.

- Developed and Implemented several Business Intelligence dashboards to monitor performance, track key success metrics of new initiatives and pilots.

### **Cognizant Business Consulting (CBC), Bangalore - *Consultant***

**Client - A leading software, technology and consumer electronics giant**

**Role - Process Consulting and Business Analysis**

MAR 2013 - APR 2014

- Part of a team that developed a customized BI reporting solution for the client's extended warranty service & technical support solution.
- Developed process maps of as-is and to-be processes for a project related to the Taxation & Invoicing regulatory compliance of the client's sale of digital products and services in Brazil.
- Developed use case maps and documented user requirements for a project related to the client's custom web CMS solution.
- Developed use case documents, process blueprints, RTM documents for custom projects in the client's online music service and contact support service systems.

### **Cognizant Business Consulting (CBC), Chennai - *Consultant***

**Client - A leading luxury retailer**

**Role - Business Analysis**

APR 2012 - DEC 2012

- Developed process blueprints of the client's SCM business processes and IT application landscape.
- Consolidated, standardized & organized the client solution delivery team's Knowledge Management repositories.

### **Cognizant Technology Solutions (CTS), Bangalore - *Associate***

**Client - A Leading Pharmaceutical company**

**Role - Enterprise Middleware and Business Process Modeling (BPM) software development - TIBCO Suite**

AUG 2006 - JUN 2010

- Involved in requirements management, effort estimation, Issues tracking, stakeholder coordination, project scheduling, solution development & deployment of BPM and middleware solutions to handle master data changes in the client's ERP applications.
- Worked on solution implementations with teams across China, US, Argentina to ensure solution development, delivery & continuity, process compliance and software quality assurance.

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- Proposed and implemented a middleware solution for purchase order management that reduced the solution delivery time by 70%.
  - Successfully delivered a critical middleware solution for BI & analytics applications single-handedly under resource and time constraints.

## EDUCATION

**Indian Institute of Management, Indore - MBA**

JUN 2010 - MAR 2012

**JSS Academy Of Technical Education, Bangalore - Bachelor of Engineering (B.E.) , Electronics and Communications**

SEP 2002 - JUN 2006

## CERTIFICATIONS

**John Hopkins University - Coursera Data Science Specialization**

2015

## PUBLICATIONS

**[Power to the People: Customer Care and Social Media](#)**

A POV addressing some of the major challenges of customer care operations on social media

## AWARDS

**Consulting Achievers Award - CBC**

Q3 2016

**Exceptional Project Execution - “Outstanding Performer” - CBC**

Q1 2016

**“Going the Extra Mile” (GEM) - CBC**

Q4 2015

**Advisor Excellence in Thought Leadership - CBC**

Q3 2015

**Dream Team - CBC**

Q1 2014

**Enterprise Application Integration (EAI) Star Performer - CTS**

Q2 2008

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## ACADEMIC ACHIEVEMENTS

- IIM Indore Campus Champion and National Finalist of TAS - TATA Business Leadership Awards (TBLA).
- IIM Indore Campus Champion and National Finalist of ITC Interrobang, a b-school case study competition organized by ITC.
- IIM Indore Campus Champion of Veet- Brand Extensions, a b-school case study competition in Marketing strategy organized by FMS and Reckitt Benckiser.
- IIM Indore Campus Finalist out of 156 teams that participated in Mahindra War room, an all India business strategy competition.
- Secured the highest marks in Class XII examination in a batch of more than 250 students in BHSFGC, Bangalore.