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# Muralidhar S

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## SKILLS

### Functional Skills

- Product Development
- Program Management
- Technical Product Management
- Full stack development
- Data Science
- Process Consulting
- Business Analysis

### Technical Skills

- Angular (2+)
- NodeJS
- MongoDB
- Express
- HTML, CSS, JS
- Firebase
- Heroku

## EXPERIENCE

*Product Developer, Bootstrapping Tech Entrepreneur*

JAN 2018 - PRESENT

- Ideated, designed and developed products (Progressive Web Apps) shown below
- [Visnory](#) - a web based online solution for creating animated cartoons

### Product Features

- Drag-Drop Solution
  - User Collaboration
  - Scene Creation
  - Object Animation
  - Access Control
  - Story Versioning
  - Multiple Stories
  - Timeline Control
  - BGM Addition
  - Camera Effects
  - Video Conversion
- [Senixa](#) - a custom Business Intelligence Dashboard builder SaaS solution. Explainer videos on what Senixa [does](#) and how it [works](#)

### Product Features

- Customizable Charts
- Multiple Data Source Types
- Hierarchical Access Control
- Multiple Dashboards
- Edit & Published Versions
- User Collaboration

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- Both products are **currently in beta**. The end to end solution development was a **solo effort**. I have used **MEAN Tech stack** to develop both the products
  - **Note:** Product demos require **test user accounts** which can be provided, if required.

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

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

**Role** - Program Management, Technical Product Management

APR 2014 - DEC 2017

- **Global Tools (web and mobile) POC** of the team that managed a global **Feet on Street** business data (listings) acquisition program for the client's mapping and related local data products. **5M+** business listings and **12M+** photos directly added as a result of the program.
- **Closely collaborated** with multiple stakeholders - Engineering, mapping products teams, cross functional teams, operations, policy, training - to drive program execution and program initiatives.
- **Streamlined program processes** by setting up a global team for managing issue escalation, testing and application releases for the suite of mobile apps and web applications used in the program. Reduced issue resolution and app rollout times by an **average 50%**.
- **Assessed, identified and prioritized** engineering requirements backlog based on business impact and program roadmap. Eliminated **15-20% of issues** in the overall backlog which were false alarms or had process/policy workarounds.
- **Defined, led and executed** several pilots in collaboration with cross functional teams. Cross functional teams were able to **collect valuable information, pilot new products and test hypotheses on the field** leveraging the program infrastructure.
- **Defined, executed, evaluated and validated** a joint initiative of the Feet on Street program with another program that combined both field and backend operations. This reduced the operational costs by **30%**.
- **Led and executed the global transformational initiative** to implement and manage 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 Business Data Org. The client was able to achieve a great degree of operational efficiencies and reduce costs by **25%** through **standardization in tools, processes and policies**.
- **Identified, developed and monitored** program performance metrics through several business intelligence dashboards. **Successfully transitioned** the metrics tracking and reporting process to a dedicated reporting & analytics team.

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## **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

- **Enabled solution delivery** by collaborating with client teams, solution delivery teams to develop use cases, process maps and requirements documentation for a customized BI reporting solution for the client's extended warranty service & technical support solution.
- **Developed the below solution artefacts and set up a knowledge sharing platform to enable collaboration and knowledge sharing** between solution delivery teams.
  - 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.
  - Use case maps and user requirements documentation for a project related to the client's custom web CMS solution.
  - 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

- **Enhanced team knowledge base** of the client systems and processes by solution delivery teams by developing process blueprints of the client's SCM business processes and IT application landscape.
- **Enabled greater collaboration** between solution delivery teams by consolidating, standardizing & organizing the Knowledge Management repositories and defining processes for asset addition, deletion and versioning.

## **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

- **Led a team of 3 offshore developers** in solution development & deployment of BPM and middleware solutions to handle master data changes in the client's ERP applications.
- **Collaborated with client and onsite teams** in requirements management, effort estimation, Issues tracking, stakeholder coordination, project scheduling.

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- **Worked with multiple teams** spread across the globe in **China, US, Argentina** to ensure on schedule solution development, process compliance, software quality assurance, delivery and continuity.
  - **Proposed and implemented** a middleware solution integrating the purchase order management system with the client ERP system that reduced the overall solution delivery time by **70%**.
  - **Successfully delivered a critical middleware solution** for BI & analytics applications on schedule under exceptional circumstances (teammate went AWOL).

## 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

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**Dream Team - CBC**

Q1 2014

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

Q2 2008

## **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.