Muralidhar S

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EXPERIENCE

Own Startup, Bangalore - *Entrepreneur*

JAN 2018 - PRESENT

- Ideated, designed and built Visnory - a PWA for users to easily create and share animated cartoon stories.
- Ideated, designed and built Senixa - a custom analytics Dashboard builder to easily create and share BI Dashboards.

CBC, Bangalore - *Program, Product Manager*

APR 2014 - DEC 2017 (Client - A leading search, internet and technology giant)

- **Global Tools (web and mobile) POC** of the team that managed a global program that **added 5M+ business listings and 12M+ photos** to the client's mapping products.
- **Streamlined program processes** around issue resolution, testing and app rollouts that **reduced lead times by 50%**.
- **Led and executed** change management initiatives in the program that helped **achieve operational efficiencies** and **reduce costs by 25%.**
- **Managed, prioritized and curated** product backlog based on business impact and **eliminated 20% of redundant features/bugs**.
- **Defined, led and executed** several pilots that helped cross functional teams to **collect field data, pilot new products and test hypotheses** on the field.

CBC, Bangalore - *Consultant (Solution Delivery)*

MAR 2013 - APR 2014 (Client - A leading technology and electronics giant)

- **Defined requirements and collaborated** with client teams and solution delivery teams to **develop a custom BI reporting solution for the client**
- **Set up a knowledge sharing platform** by creating project artefacts **to enable collaboration and knowledge sharing** between different solution delivery teams.

FUNCTIONAL SKILLS

Product Development, Program Management, Product Management, Consulting, Data Science, Change Management

TECHNICAL SKILLS

Angular, Nodejs, MongoDB, Express, HTML, CSS, Javascript, SQL, Java

CERTIFICATIONS

- **Ultimate AWS Certified Solutions Architect Associate 2020** - Udemy, 2020
- **Data Science Specialization** - John Hopkins University (Coursera), 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

CBC, Chennai - *Consultant (Solution Delivery)*

APR 2012 - DEC 2012 (Client - A leading luxury retailer)

- **Mapped out** the process, system and application landscape of the client's SCM org to **enhance business understanding**.
- **Consolidated, standardized & organized** the KM repositories and defined processes for asset management to **enable greater collaboration** between solution delivery teams.

CTS, Bangalore - *Associate (Team Lead, Software Developer)*

AUG 2006 - JUN 2010 (Client - A leading pharmaceutical giant)

- **Managed the offshore solution development team** and worked with global teams in China, US, Argentina on several middleware projects to **ensure solution delivery, compliance, quality assurance and business 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 and **reduced project costs by 50%.**

EDUCATION

IIM, Indore - *MBA*

JUN 2010 - MAR 2012

JSSATE, Bangalore - *B.E (Electronics & Communications)*

SEP 2002 - JUN 2006

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)