Muralidhar S

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SKILLS

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

EXPERIENCE

Product Developer, Bootstrapping Tech Entrepreneur
JAN 2018 - PRESENT

- Ideated, designed and developed PWA web app products shown below
    - Visnory - a web based online solution for creating animated cartoons
    - Senixa - a custom Business Intelligence Dashboard builder SaaS solution. Explainer videos on what Senixa does and how it works.
- 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
APR 2014 - DEC 2017

- Part of the 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 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.
- 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

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.