

Krishna Sastry Valiveti

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SAAS SOLUTION ARCHITECT | DOMAIN LEADER | INDUSTRY SPECIALIST
– CUSTOMER SERVICE, CUSTOMER EXPERIENCE, CUSTOMER SUCCESS

Business Excellence | Business Analytics | Business Intelligence| Business Strategy | Agile Transformation

Acquired over 29+ Years of robust and leadership drive experience primarily around Business Excellence & Agile transformation covering IT-Engineering Services (ITES) / BPO / KPO. My current career aspirations is to stay associated with SaaS (Solution as a Service) providers and contribute well as Domain Leader / Solution Architect on a state of art platform built to solve complex engineering challenges utilizing Artificial Intelligence and Deep Learning technologies.

EDUCATION

Post Graduate Program Business Analytics & Business Intelligence - PGP-BABI University of Texas	2019
Executive Program on Business Management – EPBM Indian Institute of Management, Kolkata, India	2008
Bachelors - Mechanical Engineering Nagarjuna University	1992

PROFESSIONAL EXPERIENCE

Senior Solutions Leader – SaaS Super 100 Solutions team (Team Size 5+) **Jul 2020 onwards**

Brane Enterprises Pvt Ltd, Hyderabad www.nslhub.com

Brane Enterprises Private Limited is actively involved in product development for world's leading companies. We work with the best companies in the world to drive innovation and introduce cutting-edge technologies that positively impact our lives. Fuelled by a desire to solve complex technology engineering challenges, we develop products that transform brands and accelerate advances in technology.

Role :

Solution Architect / Industry Specialist / Domain Leader for Customer Success, Customer Experience, Customer Service as a Solution

- Conducted extensive research (Reputed Analyst firms viz., Gartner, Forrester etc.,) & compete analysis to capture the Business need for CS Solution. Understand the Market opportunity & existing players in market
- Established Business Use Case document, Data Integration & API needs, target key features and functionality as part of Solution scoping to address common pain areas
- Customer pitch presentations to address the key Pain areas and the value preposition around strategies viz., Recurring Revenues(Monthly, New new), Growth Rates, Customer Acquisition Cost (CAC), Customer Life Time Value (CLV), reduce Customer Churn, Account Health Scores, improve Customer Happiness / Satisfaction etc.,
- As the Domain Leader for Customer Service, Customer Experience & Customer Success, collaborated effectively with Sales & Marketing team to establish Roadmap & Business projections as well as finalize SKU plan and Pricing
- Be part of core team to understand and drive Product Positioning, Market Segmentation/Company profiling. Also drive action plans to Increase the revenue by upselling/ cross-sell, as well as new customer addition and adoption
- Realize GTM Strategy : Attract >> Engage >> Influence >> Convert >> Evangelize encompassing Website Content, Brand Promotion, Lead management, Direct Maketing (Brochures, Pitch Deck) & Technical Content (KB Articles, User Guide, ATQ & GRA's, Tutorials / learning videos) etc.,

Passionate, well conversant and possess hands on experience to deal with each of :

1. Customer Service Elements viz., Help Desk / Ticketing Solution, Customer & Account Management, Omni Channel - Email Phone Chat Web Social Media, Knowledge Management, Self Service, Discussion Forum / Blog, AI / Intelligent Analytics, Mobile Connect Experience, Dashboards & Reports, Gamification, Outsourced Service, Walk-in Experience, Field Service, Work Space Management
2. Customer Experience & Customer Success Elements : Customer 360Deg view, Customer / Account Health Score, Customer Acquisition & Onboarding, Product Adaption, Account Expansion, Subscription Renewal, NPS Customer Advocacy, Customer Experience Management, Customer Success Planning & Improvements.
3. Well Thought through Framework around Customer Life Cycle Journey and Success plans to enhance Customer Experience / Engagement so as to reduce Churn as well as meet up with expansion plans

Business Process Director | Business Excellence Leader | Group Quality Head Mar 2005 – Jun 2020
Cyient Limited , India : <https://www.cyient.com>

A fast growing Global Design, Build, Maintain Partner with expertise in engineering, manufacturing, and digital technology help to deliver and support their next-generation solutions that meet the highest standards of safety, reliability, and performance >>> Globally - 13500 Employees, 650+M\$ Revenue, 150+ Niche Customers, Head Quarters : Hyderabad, India with Geographic presence at NAM, EMEA, APAC (14 Countries, 38 Global locations).

- ❖ Global Business Excellence Leader & Group Head for multiple Business Units : Aerospace & Defence Business Unit, Rail Transportation BU, Industrial Energy & Natural resources BU, Semiconductor IoT & Analytics BU, Medtech & Healthcare BU, Automotive & Manufacturing Sector

Reporting to : Senior Vice President – Operations Office who reports upward to President & COO
Direct Reportees : 6 Quality Managers, Team Size : 35+ QA Associates

Key functional Objective is AGILE Transformation with key work groups viz., Business Excellence, Business Analytics, Delivery Excellence, Enterprise Risk Management, Program management Office, WorkForce Management, RPA (Robotic Process Automation)

- Agile Transformation as a Organization Initiative was launched in 2015 by our Executive Management with Annual Roadmaps circulated for short term 1 year and mid term 3-5 years and long range vision 2030.
- Spearheaded in authoring & rolling out ground-breaking quality methodologies i.e BESt framework (BESt stands for Business Excellence & Standardization) – A Cyient Business Operating Model for Problem Solving & Process Improvement.
- Governance reviews revised with robust standard work practices, visual controls & clear accountability, drive actions identified & to integrate the learnings
- Apply best practices in reporting and analysis viz., data integrity, data cleaning, data analysis, data validation and robust documentation. Further design Dashboard Views commensurate User Role & the need for Data access & Insights
- Opex Initiatives kick started around Quality-Cost-Delivery metrics, COPQ, Utilization, Efficiency, Productivity/Innovation etc, and increased rigor to improve on Customer Satisfaction & Loyalty, Associate Engagement Index (to win Best Employer awards)
- Key Value Streams identified and mapped across customer accounts (Centers of Excellence) – focussed teams formed to identify Kaizen Bursts and achieve Lead time reduction & Quality improvements.
- Visible Idea Management Tool deployed to capture ideas and reward Associates in relation of Quantum of returned savings upon approval by Customer / Business Unit heads

- Actively contributed in providing pro-active alerts on Health Index (Services-Systems-Solutions) to top management by conducting risk reviews (Strategic / Operational / Financial / Compliance) at Enterprise level, Business Unit & Customer Account level
- Stepped up efforts to apply SAFe principles viz., Agile Project Management with flexibility wrt schedule, cost, requirements, Customer focus System based / Design thinking, Continuous Learning culture, Scrums – Backlog / Burndown charts, Kanban’s etc.,
- Increased focus on Work Systems and Processes - Investments made to upgrade with Best In Class Applications viz., SAP-HANA, Workday, Concur, ADP, Salesforce, GHD Helpdesk, Tableau etc apart from in-house built Project Management System viz., e3 – Enterprise Execution Excellence & intranet portal “mycyient” that hosts many helpful modules viz., Workforce Mangement System, Asset Management System (Space, Hardware, Software), Cyient Process Asset Library etc.,

WORK EXPERIENCE SUMMARY

Senior Solution Leader Brane Enterprises Pvt Ltd, Hyderabad (Product Development – SAAS , PAAS, TAAS Based, 900+ Leaders)	www.nslhub.com	Jul 2020 till date
Business Process Director Cyient Limited, Hyderabad (Global MNC in ITES with 13000+ Associates, Public Listed, 550M\$ Turnover)	www.cyient.com	Mar 2005 – Jun 2020
Assistant Manager – Quality KPMG Mumbai, India (part of Global Big 4 Professional Advisory Firms)	www.kpmg.com	Mar 2003 - Mar 2005
Senior QMS Consultant Omnex Inc., Pune, India (QMS Training & Consulting Organization head quartered at Michigan, USA) Automotive OEM’s & Suppliers as primary focus – QS9000/ISO TS 16949	www.omnex.com	May 1999 - Mar 2003
ERP Consultant Continental Informatics India Limited, Hyderabad		Mar 1998 - May 1999
Executive TQM Tube Investments India Limited, Chennai	www.tiindia.com	Feb 1996 - Feb 1998
Engineer TQM Kunal Engineering Company Limited, Chennai		Oct 1993 - Feb 1996
Engineer Trainee Pitti Laminations Limited, Hyderabad	www.pitti.in	Dec 1992 - Oct 1993

TECHNICAL SKILLS

MS Office 2016, LucidCharts, PH STAT, Minitab Version 18, R Studio Version 3.5.1, Tableau 2018.2, Power BI

CORE COMPETENCIES

<ul style="list-style-type: none"> • Project & Program Management • Innovation & Change Management • Integrated Management Systems (ISO 9001/ISO27001) 	<ul style="list-style-type: none"> • Enterprise Risk Management • Business Metrics Improvements • Knowledge Management • Product Management • ISO/IEC 20000 – IT Service Management /ITIL 	<ul style="list-style-type: none"> • MBNQA/EFQM Award process • CMMi v2.0 Best Practices • Software Development Framework (SDF) • Knowledge Management
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CERTIFICATIONS

- Leading Lean & Change Management, UTC Leadership Center in Farmington, USA (May’10) - Cyient sponsored
- 3 Tier Program for Senior Management at IIM Ahmedabad in Aug’13 (IIMA Alumini Member) – Cyient sponsored
- ASQ Certified Six Sigma Black Belt – current role synonymous to Master Black Belt
- Site Assessor - Business Excellence Model (Malcolm Balridge MBNQA, EFQM, RBNQA, CII-EXIM etc.,)
- PMP-Agile-Scrum Certified
- Lead Auditor ISO9001 Quality Management System
- CMMi v2.0 Appraisal to ML5 for business Improvement Practices