

# Karthik A. Duddala

Enterprise Solutions | Digital Strategy | Transformation | Product Development | Servant Leader | Entrepreneur

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## **SENIOR TECHNOLOGY MANAGEMENT EXECUTIVE**

**20+ years** of proven Global Leadership in Enterprise Technologies, Digital Transformation, & IT focused on scaling business, improving customer experience, & creating new business opportunities.

Seasoned technology thought leader with a passion for **innovation-based value creation** driving customer delight across multiple industries & technologies spanning the entire gamut of critical business functions. Garnered excellent reputation of delivering global programs on-schedule, within budget, & highest quality through collaboration & consensus.

### **CORE COMPETENCIES**

- Global Leadership & Team Building
- Digital Strategy & Transformation
- P&L Ownership
- Customer Centricity
- ERP/CRM/BPM
- Stakeholder Management
- Agile Leadership
- Enterprise Solutions
- Partnerships & Growth Hacking
- SaaS/APIs/Micro Services
- Product & Program Mgmt
- Global Delivery & Ops
- Innovation & UX Design
- Change Management
- Vendor Management

### **PROFESSIONAL EXPERIENCE**

#### **Parexel International, Hyderabad, IN**

##### **Sr. Director IT**

**Mar 2021 – Present**

*Regional IT Leader for India and APAC leading all facets of IT and the Global VMO leader for IT Services.*

- People leadership for a team of 200+ IT FTE in India & 400+ technical experts (consultants) in delivering global solutions & services supporting 15% YoY growth
- Driving innovation for the region from the region; Partnering with startups to accelerate adoption of latest technology and tools
- Established the Vendor Management Office for Parexel owning \$15MM+ in annual IT Outsourcing spend
- Defined and operationalized the governance framework, compliance structure, performance KPI scorecard, & contract management processes
- Driving Operational Excellence across IT services. MTTR reduced from 13 to 4.5 days. Ageing reduced by 58%.
- Institutionalized Engagement Health Dashboard and drove continuous service improvement
- Reduced service costs by 25% through right sizing the scope & service levels

#### **Ziva Embryology & Fertility Institute, Hyderabad, IN**

##### **Co-Founder & CEO**

**Jul 2017 – May 2020**

*Envisioned, & established holistic infertility business leveraging latest technologies in healthcare and IT to deliver best-in-class patient experience. Training division delivers unique hands-on Embryology and Andrology courses. Completed a profitable exit from the business.*

- Established an organization based on customer centricity & patient experience
- Achieved 35% growth & delivered cash positive EBITDA from year 1 of operations
- Implemented lean best practices (ERP, CRM, HIMS, Mobile Apps) using emerging technologies
- Fostered strategic partnerships with service providers, pharma companies & distributors, technology partners, logistics agencies, etc.

#### **General Electric (GE), USA & India**

##### **Director IT & Center Head**

**Jun 2004 – Jul 2017**

*A servant leader who has grown through the ranks with proven delivery management, technical expertise, people leadership, & business management skills.*

- Led a department of 200+ people at various global locations to orchestrate large-scale innovative transformation programs to digitize business offerings with a multimillion-dollar budget
- Responsible for a \$5MM P&L delivering cloud-based BPM services (ERP, CRM, RPA)
- Led the technology team to deliver & manage HRIS solutions across 100+ countries
- Managed 3 key areas for HR Systems: HR IT transformation, Asia HR IT Programs, & OneGE HR Ops Initiatives
- Orchestrated large-scale innovative transformation to digitize Global Onboarding and Exit processes across 100+ countries, generating \$2MM+ in savings
- Delivered on the UK Payroll migration project managing all IT activity for 22 GE LEs, 34 payrolls, & 330 interfaces
- Led M&A projects for GE Capital divestiture & Alstom acquisition
- Delivered multiple digital transformation projects across Finance, HR, Sourcing, & Legal to optimize business operations and produce measurable improvements including \$5MM+ in savings using emerging technologies (Mobile 1st, Cloud, ERP, MDM)
- Directed successful delivery of global FP&A application & Datawarehouse impacting 200+ finance users
- Transformed IT Operations across infrastructure, Datacenters, End User Services, ITSM, Cloud Migrations, & Application Support maintaining 95% uptime within a \$3MM budget across 15 countries
- Owned GE Corporate's \$60MM Global Development Center (outsourcing) program across 8 global vendors delivering a multitude of IT services
- Established the GE Corporate IT Hub in Hyderabad & been the Center Head since inception

#### **Self Employed, Hyderabad, IN**

#### **Executive Consultant**

**Jul 2017 – Mar 2021**

*With a passion for startups, helped drive innovative Business & technology solutions, product strategy, organization growth, culture, & sales. Hands-on experience with User Journeys, Design, & Architecture.*

- Chief Product Officer (CPO) of a B2B & B2C product for an online pharmacy ([www.medleymed.com](http://www.medleymed.com))
- Product Design & GTM strategy for an IoT based energy optimization company ([www.floeiot.com](http://www.floeiot.com))
- Product Strategy & UX for a social engagement platform for the Telugu Film Industry ([www.shreyaset.com](http://www.shreyaset.com))
- Accelerated growth for a tech startup's CRM product in the Real Estate industry ([www.clovetech.com](http://www.clovetech.com))

#### **PRIOR EXPERIENCE**

**Product Manager, Commerce Technologies**, Clifton Park, NY, USA

Apr 2002 - May 2004

**Sr. Consultant, Envitec Corporation**, Westboro, MA, USA

Sep 2001 – Mar 2002

**Software Engineer, Motorola, Inc.**, Northbrook, IL, USA

Jun 1998 – Aug 2001

#### **EDUCATION & PROFESSIONAL DEVELOPMENT**

- **Bachelor of Technology in Computer Science, Illinois Institute of Technology, Chicago, IL, USA**
- Fellow, Startup Leadership Program (SLP)
- Entrepreneurship Development Program, IIM Ahmedabad, IN
- Manager Development Course, GE Crotonville, USA (Top 10% of GE)
- Advanced Information Management Course (AIMC), GE Crotonville, USA (Top 5% of GE IT)

#### **REWARDS & RECOGNITION**

- CXO Health Excellence Award 2022
- Next 100 CIOs of India Award 2021
- Star of the Year Award for Process Automation Initiatives
- Global CIO Award for Global Program Leadership
- Global CIO Award for Process Improvement Initiatives in India
- CEO Leadership Award on EMEA Simplification Initiatives