

VAYUNANDAN VULUGUNDAM (B.Tech(CSE), MBA & SixSigma[GB])

Techno-Managerial Business Leader with **25+ years** of vast experience in IT/ITeS/KPO; 14+ years in WIPRO Strategy/Presales/PMO/P&L, Global/Service Delivery/Program/Operations/Project/Transition/Change/People/Quality Mgmt Digital, Analytics, Web portals, Healthcare, Telecom/Mobile/Wireless/Embedded, Infra, Manufacturing, Retail, F&A/MIS, Govt Tech. Stack: Microsoft, Java/J2EE, Open Source/Unix/Linux/C/C++, OOAD, SoA, SaaS, Cloud, SEO; CM/PM/Automation Tools Coordinates: (M) +91-9493640436; e-Mail: vayu.v@yahoo.com; Hyderabad (IN)

Career Objective:

Seeking suitable role in an organization that encourages Win-Win environment, providing challenging opportunities to demonstrate my technical, leadership and managerial skills coupled with vast experience and knowledge.

Summary of Educational Qualifications & Professional Experience:

Degree / Discipline	Duration	Score	University / Institute
MBA (HR & MKTG)	2003-05	79% (with distinction)	Sikkim Manipal University of Health, Medical & Technological Sciences (Part-Time Course)
B.Tech. (CSE)	1989-93	82% (with distinction), Secured College 2nd rank	Jawaharlal Nehru Technological University (JNTU) / College of Engineering, Kakinada (AP)
Intermediate (MPC)	1987-89	82% (with distinction), Secured Town 1st rank	Board of Intermediate, AP / A.M.A.L. College, Anakapalle (AP)
SSC (X Class)	1986-87	86% (with groups 96%), Secured Town 2nd rank	Board of Secondary Education, AP / A.M.A.A. High School, Anakapalle (AP)
Key Domains & Technologies worked on			Strategic Leadership & Business Transformation
<ul style="list-style-type: none">Digital: 9+ yrs Data Analytics: 5+ yrsWeb-portals/Content/Development, SEO: 15+ yrsHealthcare(Payer/Provider, Device Integration):12+ yrsTelecom/Mobile/Wireless/Embedded (incl. OSS/BSS, Switching, Networking, 3G, Handsets, V&V): 9+ yrsInfrastructure: 5+ yrs F&A/MIS/EDP: 5+ yrsManufacturing/E&U/Retail/Corporate: 5+ yrsGovernment: 4 yrs Travel/Hospitality: 3 yrs.NET/C#, Microsoft Tech Stack & Platforms: 18+ yrsJava/J2EE, Open Source, Unix/Linux, C/C++: 15+ yrsSolution Delivery & ADM – SaaS, Product/App Design, Architecture, Development & Maintenance, Workflow, Dataflow, Automation, Cloud, Agile, DevOps, CI/CD, TDD, BDD, Reviews, Release, Deployment, Productivity Improvement, JIRA, Dev/Test/CM/PM tools: 16+ yrsTaaS – TMMi, Various types of Testing (TDD/BDD, GUI, Functional, API, System, Integration, Regression, Stress/ Performance/Load, Interoperability, Scalability, Field, Acceptance, Compatibility, Security, Conformance etc.), Test Automation, Tools & Frameworks: 18+ yrsProcess & Quality Consulting including SixSigma, Lean, ISO, CMMi, Process Re(verse)-Engineering, Risk, RCA, BCP, Info. Security Compliance, Metrics/ CTQs/ SLAs/ KPIs, CSAT/ESAT, V&V, overall QA: 20+ yrs.Led SixSigma projects, internal & external IT audits and participated in CMMi assessments as well.			<ul style="list-style-type: none">Strategy, Client Relationship (CXO level) and Biz-Dev, Outcome-based Value Propositions & Negotiations, Presales, RFPs, Proposals, SOW, Scoping & Estimations, T&M/ FPP/ Hybrid, CTQ, SLAs, Metrics, Risk Assessment, Mitigation & Contingency, PMO, SWOT Analysis: 18+ yrs.P&L – Consistently handled multi-million USD Accounts/ Programs/Operations with successful track record & Q-on-Q/ Y-on-Y revenue growth targets, ROI, CapEx, OpEx, EBITDA etc.Worked as Consultant at various client locations in US, UK & Europe, and was instrumental in generating leads.Well experienced working in MNCs (tier-1), Start-ups and Matrix-organizations - with Thought Leadership, Strategic Planning and Execution to achieve measurable outcomes.Digital Transformation, Global/Solution/Service Delivery, Transition/ Outsourcing engagements/ Program/Portfolio/ Account/ Project/Operations (end-2-end)/ KPO/ Demand Generation & Forecasting/ Capacity Building/ Support/ Resource/People/HR/ Training/Competency/ Org. Change/ Overall Quality & Compliance Management: 18+ yrs.Team Management – Peak team size handled: 400+ (including 6 DMs, 2 Architects & 1 SQAM – direct reports) Led geographically distributed teams of different sizes, and contributed towards Recruitment, Mentoring, Motivating, G&Os/Appraisals, Career planning & Leadership development.Crisis Management – Excellent probing, analytical, trouble-shooting and problem-solving skills with keen eye for finer details yet not losing focus on the big picture.

A few KPIs with citations:

- **Meticulous Planning and precise Execution coupled with Commitment & Persistence – Well experienced in driving mission critical, time-to-market projects & SLA-driven projects** - To cite an example, I have led a very crucial project (for a major mobile hand-set equipment manufacturer in Europe) at client location with stringent deadlines and completed it on-time; **received 5/5 CSAT rating from the client for the quality work done.**
 - **Excellent Communication Skills** (verbal, written & presentation) along with key focus on client relationship and outcomes; **wide-exposure to clientele from different geographies.** To cite an example, **I front-ended the team at client's site and won a huge outsourcing/KPO engagement for Wipro, amidst of stiff competition from other IT giants.** The engagement (outsourced by a Scandinavian telecom equipment manufacturer) included development & maintenance, testing & test-automation work for a huge set of software, hardware & firmware. **The work involved Telecom & IT Infrastructure transition and setup** - dealt with multi-geographical client teams, gathered necessary details, drove distributed-Wipro/project-teams (at offshore & onsite), vendors & suppliers and successfully setup the infrastructure at Hyderabad - this included commissioning, parallel runs & final acceptance. Apart from that, **I played a pivotal role in setting-up wireless test-lab with state-of-the-art facilities along with good ROI planning** (done as part of Testing-Services (InterOps) group's CoE initiative at Wipro Hyderabad)
 - **Specialist in handling outsourcing as well as onsite-offshore model projects.** Authored & contributed write-up on **"Outsourcing Process Model"** to the organisation's artefact's repository in Wipro.
 - **Strong Business Acumen** - With good networking skills built long-term relationships with clients strategically, and was instrumental in business & account development.
 - **Received Awards** like **"Feather In My Cap"**, **"Best Support Award – The Wall"**, etc. in Wipro Technologies.
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Work Experience at a glance:

NewPage Solutions, TechEra IT Consulting & other Start-ups at Hyderabad [Aug-2016 till date]

- As **DH** with **NewPage Solutions** (Notitia Technology Solutions Pvt Ltd) from Apr-2020 till Aug-2020.
 - As **VP (Delivery & Operations)** with **TechEra IT Consulting** from Sep-2018 till Aug-2019.
 - Apart from the above, working as **Strategic IT Advisor & Consultant** – to Start-ups, Mid-level IT Consulting Companies and Organizations - providing:
 - Value-based Services, Digital Transformation, Innovative & Scalable solutions, IT Portfolio & Program Consulting.
 - Work-flow modelling for the Outsourced/ Project/ Delivery/ Operations; DevOps, CI/CD, Design, Development, SI, Maintenance of apps/products on different platforms; TDD/BDD, Testing, Test-Automation frameworks & SQA. Worked for clients like L&T Technology Services, and US-based Healthcare clients like Pfizer and others.
 - Overall Quality management, continuous improvement, certification related initiatives etc.
 - Lead identification and Strategic support. HR, Recruitment, RPO & Staffing related services too.
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Zen3 Infosolutions (India) Limited, Hyderabad [Mar-2015 till Aug-2016] (A part of Teletext (India) Ltd.)

- Worked as **Delivery Head – IT Services.** The role responsibilities include:
 - **Business Development & Client Engagement** – Pre-sales, Responding to client-RFPs, Collaboration with sales & marketing teams, Driving CoE, PoCs, Client meetings, dashboard presentations, negotiations; Staffing & staff augmentation services. The key client-base included Microsoft, Facebook and a few others.
 - **Delivery Operations & QA** of IT Services delivered to various clients, including Microsoft & Facebook:
 - **IT Services** - Web & Mobile App development and Testing, Verification & Validation
 - **Content Solutions** – Digital, SEO, Content & Editorial Services, Data Curation/Moderation/ Categorization/Localization/Translation, Labelling, Mapping (Google/GIS) & Data Analytics
 - SLAs & Metrics tracking, Review/approve project plans, milestones, schedules, deliverables etc.
 - The work involved **offsite office setup/facility for Microsoft with required infrastructure, audits & approvals**
 - **P&L Operations** – Targets/Revenue/CapEx/OpExp/EBITDA; Stake-holder & vendor management, Risk assessment & mitigation Planning, Bottom-line management (cost-control & improving margins)
 - **Team/People Management** – Managing geographically distributed team of 200+ (SDETs/STEs) through Program/

Project Managers, related Mentoring/Training, G&Os, Appraisals, MSI (bell-curve) etc.

- **Process Engineering & Organization Quality** – Productivity improvement initiatives, driving strategic approach towards ISO/ CMMi certifications, preparing Quality Frameworks, Work-flow automation, streamlining the processes for better operational efficiencies and effectiveness.
- Implemented innovative ideas like factory-based rotation model for staffing & churning the resources across the projects (cross-skilling), there by achieving good ROI.

Dhanush Infotech Pvt. Ltd., Hyderabad [Aug-2014 till Mar-2015]

- Worked as **Head** (Healthcare vertical) The role responsibilities include:
 - **Client Engagement & Business Development** – Pre-sales, Responding to client-RFPs, Collaboration with sales & marketing teams, Driving CoE, Proof-of-Concepts, Client presentations & negotiations. The client-base included from African countries like South Africa, Ghana, Kenya etc., apart from some other major clients from India.
 - **Delivery & QA** – Design, architecture reviews, development, maintenance, testing & QA of application/ product portfolio (on cloud, Agile-based) on Tele-Medicine, HMS, EMR, EHR, Integration of medical devices, Meaningful Use, etc. using latest .NET technologies, Java technologies, Cloud, SaaS concepts. Stake-holder & vendor mgmt, risk assessment & tracking, SLAs, Metrics, RCAs, Dashboards, etc.
 - **Team/People Management** – Driving development & testing teams with PMs, need-based recruitment, mentoring PMs/Leads, organizing training programs, G&Os, appraisals, etc.

Versante Software Technologies Pvt. Ltd., Hyderabad [May-2012 to Aug-2014]*

- This is a start-up company in IT at Hyderabad by Versante Technologies Inc., a US-based Company offering products & services to US Healthcare clients. Worked as **Director/Head**; responsibilities include:
 - **Client Engagement & Business Development** – Strategic Planning, SOW, Status review meetings, SLA tracking, escalation handling, Pre-sales, responding to RFPs/RFOs/RFI, Risk assessment, Mitigation, Scoping, Estimations, Client communications, presentations & negotiations. The clientele included ZirMed, Midmark, WelchAllyn, Duke MindLinc etc.
 - **Offshore P&L Operations** – Targets/Revenue/CapEx/OpEx/EBITDA, IT admin., Stake-holder & vendor mgmt., Bottom-line management (cost-control & improving margins)
 - **Solution Delivery & QA** – Design, work-flow data-flow, architecture reviews, development, maintenance, testing & QA of products and applications on cloud thru Agile - using latest .NET technologies, Delphi, JIRA, Payer, Provider, Clearing House (like Emdeon), AR/Billing, EDI (270/271, 837-I/P, 835), Payment-Gateways and related testing, EMR, EHR, Medical devices integration thru APIs and related testing, ICD-9 to 10 Crosswalk, Meaningful Use, etc.
 - **HR/Team/People management** (internal) – HR policy development & execution, talent acquisition & retention, coaching, mentoring & driving Developers/SDETs/STEs/Leads, HR/recruiter, training, performance management, setting G&Os, appraisals, payroll, performance-based incentives, etc.
 - **Domain & Technology initiatives** – Driving Proof-of-Concepts, development of reusable components in the Healthcare domain using latest technologies & architectures.
 - **Process Engineering** – Productivity improvement initiatives, organization process definition/focus, defining & setting metrics, related progress tracking/monitoring at various levels, quantitative process management, conducting look-ahead meetings, change management, defect prevention, steps for continuous improvement, RCAs, initiatives for sustaining/up-bringing CSAT, ESAT.
 - **Staffing services** (external) – US Staffing services, and also staff augmentations for domestic clients

* It includes working for USM Software Pvt. Ltd., Hyderabad, which was acquired by Versante Technologies in Sep-2013.

WIPRO Technologies, Hyderabad [Sep-1997 to Oct-2011]

- 14+ years in Wipro Technologies driving different kinds of project activities, playing various roles including – Heading multiple Accounts, Business Development, Pre-sales, P&L/ Global Delivery/ Program/ Portfolio/ Operations/ Quality/ People/ Competency Mgmt. & Enterprise Consulting [Wipro Band D1 designation]
- Rich experience in handling 'Outsourcing'/KPO as well as 'onsite-offshore' model-based projects, and also in driving Test, Test-Automation & QA as well as ADM (Application Development & Maintenance) type of projects in the domains like HealthCare, Telecom, Wireless, MIS, Manufacturing, Energy & Utilities etc.

- **Latest role responsibilities (2006 to 2011) include heading the Microsoft Technologies Practice @ Hyd:**
 - **Global/Solution Delivery Operations** - Upto \$10M USD programs consistently; strategic & thought leadership, networking skills coupled with business acumen, large end-to-end program engagements, **stakeholder management** involving huge/distributed teams, and **supplier & vendor management**.
 - **Business Development, Client Engagement, Pre-sales & PMO** - Active contributions towards pre-sales, scoping, estimations, proposals-preparation/ RFPs/RFIs, drive BDMs/sales teams, client-mapping, lead-generation & account-growth initiatives (thru Stop-Lighting practice), PMO activities, resource-planning & utilization. Quick team ramp-ups for **various projects** that **have grown into multi-million USD accounts**.
 - **Team/People Management** (SDETs/STEs) – **Well experienced in people management**: Led geographically distributed teams of different sizes spanning upto few hundreds (peak 400+) and contributed towards **mentoring, motivating, competency building, training, career planning, leadership development**. Keen in driving program/project managers, Resource planning, Utilization, Billing and also processes like **G&Os, Appraisals, ESAT, Bell-Curve & MSI** with key focus on organizational targets. Instrumental in **recruitment (hiring), grooming, and ramping-up teams** for various projects. Rich experience of working in **matrix organizations** and also in driving horizontals/ practices.
 - **Process Engineering & Quality Management** – responsibilities include CSAT (Client Satisfaction), SLAs, metrics tracking & status reporting to the management (monthly/quarterly/half-yearly & yearly), conducting process audits etc., Client's specific SLAs' tracking & reporting it through various forums (like V-Cons/T-cons/f-2-f meetings) including escalation handling.
 - **Innovation & New Technology Initiatives** – Driving CoE initiatives, Proof-of-Concepts, development of web-portals & content (e-learning) and reusable components using latest technologies & architectures (incl. SOA, SaaS, Cloud) thru innovative concepts like CompAct, KAP and VTPs thru virtual teams.
 - **Organization Level Initiatives** – Contributing towards enterprise-level strategic planning, Business development initiatives, Risk Identification & Mitigation Planning, Process improvement initiatives (Year-on-Year), conducting SWOT analysis and inward-outward analysis w.r.t. existing clients (i.e. identifying opportunities for additional business from the organization's perspective, and opportunities for cost savings, improving operational efficiencies from the clients' perspective)
- **Previous roles and responsibilities (1997 to 2006) in WIPRO**
 - **Roles** – Played different roles including Onsite Consultant, SQA, Project Manager, Program Manager, Delivery Manager, Technical Manager and Head (drove huge engagements end-to-end, with necessary infra setup)
 - **Domains & Clients** – Telecom & Wireless (Ericsson AB, SonyEricsson, Nokia, various 2-tier/3-tier clients), Healthcare (Tufts, APL, AML), Manufacturing (Boeing), Testing Services, etc.
 - **Role responsibilities** – Delivery/ Account/ Program/ Project/ Quality Management, Team management, planning & execution, design (HLD, LLD), architecture, workflow, dataflow, development, maintenance, testing, test automation, reviews, QA, V&V, defect analysis, defect prevention, release management, productivity improvement; Client Engagement, Business Growth, Presales, Proposal Preparation, responding to RFPs/RFIs, Resource Planning, Staffing, Utilization, Training, G&Os and Appraisals, etc.

Hindustan Shipyard Limited, Visakhapatnam (A Govt. of India Undertaking) [Oct-1993 to Aug-1997]

- Worked at Hindustan Shipyard Limited as **Engineer** in the **Data Processing Dept. (MIS)** for ~ 4 years.
 - Got selected for this job **through campus interview** during my B.Tech. final year in 1993.
 - Nature of work included design, development & maintenance of different applications and programs for Payroll, F&A, HR/ Personnel, PPCD, Quality, hull design etc. Contributed towards coding, reviews, testing, execution & deployment; and MIS reports for the top management.
 - Played a key role in the mammoth task of migration/porting of Apps & DBs from Prime S-3250 to HP3000
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Key Domains, Practices, Technologies, Platforms & Architectures worked on (in detail):

- **SQA & Process Automation Practice** – Well versed with different SDLC models (Waterfall, Agile (Scrum/ Kanban), TDD, BDD, DevOps, V, 2I, Service, Maintenance, Prototype, Hybrid etc.), **SixSigma** (DMADV/DMAIC) **Green Belt**, Lean, Kaizen, FMEA, TQM, SEI CMM/CMMi/pCMM, ISO-9001, TL-9000, Process Re-engineering/Reverse Engineering, **Information Security/Compliance**; Reviews, Risk Assessment, SOW-Delivery gap analysis, RCA, Change mgmt., Qualitative & Quantitative process mgmt., QoS, CTQ, SLA/KPI/Metrics, BCP, iCAT, Quality/Configuration audits, Defect Prevention,

Look-ahead meetings, Best Practices & Lessons learnt, Ishikawa (fishbone) diagrams, Optimization techniques, Process improvement initiatives, steps towards improving CSAT/ESAT etc., [Led SixSigma projects and contributed towards CMMi assessments too.](#)

- **Testing & Test Automation Practice (TaaS)** – TMMi, TDD/BDD, Test planning, Test-case design & dev., Execution and Reporting; Traceability Matrix, Testing-Tools, Frameworks, Techniques & Methods; Test automation & Test-lab setup. Various types of testing including: Functional, GUI/UX, API, System, Integration, Performance/Stress/Load, Regression, Security, Scalability, Compatibility, Interoperability, Protocol/Conformance, Compliance, Reliability, Field, Acceptance (UAT), Mutation, Accessibility, Configuration, Content & Data Migration, Mobile, Smoke, Sanity, Usability, Localization, Globalization, Unit, Black Box, Concurrency, N/W, Component, Board, H/W, Firmware testing, Verification & Validation
- **Digital, Data Analytics & Web portals** – Digital Transformations, Strategic Planning & Execution, Digital Asset Management, Data Analytics, Content, Media Solutions, Media on Cloud, Content & Editorial Services like Data Curation, Moderation, Categorization, Localization, Translation, Labelling & Mapping (GIS), SEO, SaaS etc.
- **Healthcare** – Tele-Medicine, EMR, EHR, Payer/Provider, CH, AR/Billing, CMS-1500, UB-04, EDI (270/271, 837-I/P, 835) parsers, SaMD, Medical devices integration thru APIs & related testing, ERA, HIPAA, HL-7, Meaningful-use, ICD-9 to 10 Crosswalk etc.
- **Telecom/Mobile/Wireless/Embedded** – GSM, GPRS, UMTS, EDGE, 3G, TDMA, CDMA, MMS, SMS, Email, WAP, DRM, SyncML, mobile Handsets, OSS/BSS, ATM, Frame Relay, switching, Networking, Erlang, SNMP, AT Commands etc.
- **Microsoft Technologies** – .NET2.0/2.5/3.0/3.5/4.0, C#, WCF, WPF, WDF, WF, Powershell, Silverlight, SharePoint, Web-Services, Azure, Vista, Windows Device-Drivers, C/C++, MS SQL, SSRS, etc.
- **Platforms/Servers** – Sun Fire R280 Server, Sun Enterprise E250 Server and Sun Ultra 10 WorkStations with Solaris 8, HP3000 with MPE/iX, Prime S-3250 with PRIMOS, HP-9000 E-45 Client/Server with HP-UX, RTOS.
- **Architectures** – Cloud, AWS, Azure, DevOps, CI/CD, TDD/BDD, OOAD, SOA, J2EE, SaaS, ADM; Application/Product Design, development & maintenance using - 2-tier, n-tier & distributed, Re-engineering, Reverse engineering etc.
- **Languages, Front-end & DB** – C/C++, Java, MF-COBOL, Prime-COBOL, COBOL-85, Pascal, FORTRAN & Assembler languages, Sybase EAServer, PowerBuilder, Delphi, PowerJ, PowerDesigner 8.0, Sybase ASE, t-SQL, Sybase OpenServer, Sybase OpenClient, VB 6.0, EJB, JSP, Telerik, Janus, Crystal Reports, etc.
- **CM Tools and miscellaneous** – JIRA, Bugzilla, Fogbugz, Rational ClearCase, CVS, SVN, MS Visio, HTML, XML, Perl/Tk, QT, RedHat Linux, Unix Shell Scripts, ghostscript, Hardware racks, Boards, BOM, etc.

Co-Curricular Activities, Merit Certificates & Scholarships Received:

- Recipient of Merit Scholarships, such as [National Merit Scholarship](#), [Telugu Vignana Parithoshakam](#) (sponsored by the State Govt. of AP) and various other scholarships [for the excellence shown in academics](#)
- A [Technical Paper](#) submitted on my B.Tech. academic project work, “PDL Extraction from Source Code using Program Dependence Analysis”, [was published in the CSI-SRC’1993](#)
- Got merit certificate in [Mathematics Olympiad](#); Was a student [member of Scouts & Guides](#), [IEEE](#) and [CSI](#)
- [Secured 241 rank in AP-EAMCET](#) held during 1989 and opted for B.Tech (CSE) in JNTU
- Secured various certifications and awards in Wipro Technologies
- Going-on long drives; writing poems, anecdotes, stories etc., are not only my hobbies but also my major stress-busters

Additional Information:

Website : in.linkedin.com/pub/vayunandan-vulugundam/10/719/597/ (2K+ connections)
Skype : [vayunandan.v](#)
Countries visited : USA (multiple times on B1 Visa as well as on H1B), UK, Sweden (multiple times)
Age & Marital Status : 48 years; married & have wife and two children

Motto: “Development is the art of systematic construction with a bent of mind for intrinsic quality - whereas,
Testing is the art of methodical destruction with a constructive mind-set!”
