RAJESH KUMAR

Global Director – COO – India Delivery Center

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Professional Summary

Raj is **Results-oriented, Lean-Agile Transformational & Forward Thinking Leader (18 years)** specialize in Establishing **Global Delivery Centers/GSD, managing P &L, Building Capabilities & Improving Operational efficiency** across Services offered in **IT (Digital Workplace Services,Digital Service Management, ITO & Infrastructure, Cloud & Automation)** through **Agile Delivery Model,** engaging High Focused Cross Functional Teams yielding Value driven outcome for Business.

Domain & Clients: BFSI,Ford,Nutreco,Koerber,BW Maritime,Rio Tinto,CWK,Pharma,OEM,IT etc

Skills

- **Corporate strategy development**
- **Organization Change Mgmt**
- **IT Service Management and delivery**
- **IT Roadmap,Governance,Risk,Audit**
- **Vendor Management**
- **Policy and procedure development**

- **IT Operations oversight/Decision Making**
- **Workforce Planning (2500)**
- **Annual Budget (~20MUSD)**
- **Business Acumen**
- **Customer and employee rapport**
- **Digital Journey (I & A)**

Accomplishments

- Established **UGSI,Bangalore DIEC** (**Digital Innovation & Experience Center**) supporting 25K UGSI associates,30k Plus EUC devices,**47 Customers,5 New Logos & Headcount** (348 -> 2557)
- Instilled a **mandatory Culture of Agile and DevOps** improving Operational Efficiency (11%) & TTM
- Run **Quarterly Regional Leadership Townhalls**,Hackathons,**Cloud 20/20 & CSR Initiatives** for **DIEC India**
- **Implemented "HCM - HR Workday" Tool** for Global UGSI improving **employee satisfaction**, R & R, HR & TA Function efficiency, Compliance yielding **Associate Engagement Survey -78%**
- **Go Digital & Cloud First Initiative** – Leveraged Collaborative Tools & Moved 500 server to Cloud, Reduced physical servers by 75%, Saving over **$250k** Achieved **99.99%** system uptimesfrom 80%
- **95%** Associates on boarded remotely in 1 week during COVID, resulting **Zero deliverable impacts.**
- Increased Profitability **(~$1.5M)** for UGSI implementing **InteliServe -Service Desk Transformation Solution** anchored by Pervasive Automation leveraging Amelia Cognitive Conversation **AI Engine,ML & RPA** for better **Service Desk analytics**, **Digital Workplace** and **Global Field Services)**
- **Established** First **Digital Advisory Council** to bring CISO, CDO,CIO,OT and the business together for Strategic business opportunities (**IOT,Biometric,Blockchain,HyperAutomation,AIaaS**)
- **Reduced IT operating costs/Technical debt** Realizing $1.2M in annual savings by consolidating ITSM Tools licensing, modernizing systems, Cloud enablement, reducing applications footprint, AMCetc
- Established **2000-Seater Ford Motor – GBS Chennai** for "**Shift Left Initiative** for NextGen IT, Cost saving $$

Work History

Unisys India Pvt Ltd   **05/2019 - 01/2022**

Global Director – IT Delivery   **Bangalore,NA,EMEA**

Senior Leader reporting to COO with Direct Reports (17) & extended team (XXXX) based in India to oversee **UGSI COO Office** for NA, EMEA &APAC – IT Application Development, IT Ops, SRE/DevOps, Analytics & Cloud Enablement

- **Capability Development:** Established, Matured & Oversee Daily Operation for **DIEC (BLR/HYD ~2500 associates)** for delivering/driving managed services on 4 Key area across **IT (Digital Workplace Solutions, ITSM,Project & Portfolio Mgmt,Cloud & Automation, Business Analytics)**.

- **IT Strategy & Development: Devise DIEC 2021 Vision,Mission,Objectives** for strategic IT Ops transformation and implementing **TOM model** for new business enablement, reduce costs, streamline operations, ensure competitiveness for IT with **OKR's (Operational Hygiene,NPS Agile Adoption, Cost Optimization & Innovation, Resource Utilization & Attrition)**

- **Budget Management**: Manage& forecast **DIEC budgets (~20MUSD)** across fiscal years for better visibility while setting up robust financial planning & processes.

- Oversee P&L/Cost Management Aligned to the attainment of revenue targets, consistent with attaining EBITDA and margin goals for regional business include headcount/hiring budgets, payroll costs etc

- **Stakeholder Management:** Partner with **CIO's/CXOs/CTO,Business Functional Heads (HR, Legal,Procurement,Real Estate, Product & Technology Owners etc**) at a strategic level to drive technology / digital agenda/Initiatives for **Global Operation IT transformation**.

- Developed **Digital Dashboard for C- Level** to Conduct periodic reviews **(Weekly, Monthly)** and tracking of **delivery milestones, Commercials, Strategic Initiative progress**, bottleneck, Risk, mitigation etc

- **Business Analytics:** Devised Reporting & Dashboard as a Service for **DIEC Operational Hygiene, Financials, Workforce Engagement,NPS** against agreed **SLA/KPI (metrics)**

- **GTM Enablement:** Established M & C vertical for UGSI Brand Building & Awareness

- Devise/Approve GTM strategies for practices/Services & Solutions offered on DWS,Cloud,ITO, ITSM & Cloud etc with Marketing Colateral,Artifacts,Prosals,SOW,HDD,RACI,Cost Model etc

- Define Product Offering & GTM Strategy for Practices – **Pursuit management, Presale, Advisory/Assessment, Transform/migration, Operate & optimize (CSI)** across IT

- Partnered with the clients, advisors & internal stakeholders to understand market trends, client expectations, competition offerings and solutions in the market

- **Delivery & Project Management (PMO):** Delivery and program Management with Agile Delivery Model - **Schedule, quality,budget,Architecture, processes, people, hiring, building capability for tomorrow** etc.

- **Drive Delivery Assurance & Delivery Management across the practice and engagements delivered in Agile** for strategic accounts, influencing leadership and management teams within the organization on adopting agile principles, practices and tools

- **Employee Satisfaction** – Responsible for all **human capital processes, staff assignments, career development,** day-to-day operations, **delivery, technology strategy, budget, SLAs** and Key Performance Indicators,360 Feedback, Appraisals etc
- Primary SPOC to interface with UGSI Shared Functions such as Workforce Engagement, HR,Finance, Legal,Compliance,Procurement,SCM etc to ensure Business Continuity
- **Solution & Innovation:** UGSI Transformation with high focus on creating business Value through **Digital Technology by Implementing Mobility,Cloud,Social Media Integration,Chat Bots,RPA,AI/ML, IntelliServe,Security** Solution and managing applications spanning **ERP,ServiceNow,HR workday,Business Intelligence, Cloud Portal ,IT Security & GRC**
- **Deliver Business Value By**: Building, transforming, automating, integrating, and aligning technology investments with evolving business and strategic goals
- **Employee Learning & Development: Reskilled 800** Plus associates on Enterprise Solution Certificates(**ServiceNow,Public Cloud-Azure,AWS,GCP,RPA-Blueprism,PMP etc**) to cater current & Future needs.
- Review/Approve business case justifications, CBA analyses for spending and initiatives
- Devised corporate technology procedures, modifying security policies
- Participate in ISO Audits (Internal/External)

Ford Motor Company   01/2014 - 05/2019
Head - ITO Digital Service Management   Detroit, Chennai, MI

- Led direct team of **150+ associate to implement Ford Global strategic** Initiatives inclusive of formation of **PMO, scope, Deliverables, financial, resource, transition & managed Service**
- Spearheaded **major 3 year IT Service Management transformation** initiative/Program **("Ford Unified Platform" ~$ 30 M)**,leveraging ServiceNow as one stop for Ford IT leveraging Ford **Agile Framework,** Tool restructuring IT strategy, client delivery, digital technology, systems integration and development, technical infrastructure, PMO, Portfolio Management and enterprise architecture processes
- **Delivered "Ford One Click - 8 M USD"** designing new CRM Portal,Payment Integration, Inventory Management,Procurement,Happy to Help Service" using Agile Delivery Methodology leveraging iterative value creation through User **Stories,Product Backlog Optimization,Sprint Demos from Ideation (POC)** to movement to different Environments **(Dev, UAT & Production and Hyper care)**
- Drove **operational improvements** which resulted in **savings (7M USD)** and improved **NPS** after **establishing Ford GBS Center - Chennai One for ITO LI/L2/ L3 support** leveraging IBM **watson Chatbot,AI/ML for AIOps**
- Delivered Next Gen DC initiative to move On-Premises & Legacy Applications to Cloud
- Responsible for all aspects of program operations including: implementation, quality assurance, Architecture, Solution Design & Development and operations
- **Modernize & Improved Asset Management & SAM practice for 200k End User & 40k** Enterprise Devices inclusive HAM,SWLT,Tech Refresh,Discovery,CMDB Responsible for evolving the organization's people, process and technology towards maturity

Previous Employment

Jul'13 – Oct'13	BA Continuum India Sr. Manager –H6A	
Mar'13 – May'13	NITEO, an NEC company Technical Architect	
Jun'10 – Mar'13	BMC Software Remedy Consultant	
Sep'06 – Oct'09	Mphasis Software Engineer	
May'06 – Sep'06	Ionidea PMO	
Jan'05 – Mar'06	HP Technical Engineer	
Nov'03 – Dec'04	Wipro Associate	

Education

MBA: IT   07/2020
SMU - Sikkim

B.Tech: Computer Science   06/2013
KSOU - Mysore

B.E: Computer Science   06/2003
Pune University - Army Institute of Technology

Certifications

- **ITIL V3.0 Expert**
- **ITIL V4.0 Foundation**
- **ServiceNow Admin**
- **MS-Azure Fundamental**

- **PMI-ACP**
- **BMC ITSM 9.x**
- **TOGAF**
- **RPA (Bluprism)**

Tools & Technology

ERP/CRM : Salesforce,ServiceNow,RemedyHRWorkday,JIRA,Concur,Realpage,SageIT,MS Dynamics etc

Software Skills: JavaScript, AngularJS, NodeJS, SQL, Automating Tools,No SQL

Frameworks: ITIL, ROM,SOA,Agile

Integration Web services: REST,SOAP,API

Service Management Tools: ServiceNow, BMC Remedy, HPSM,CA,Atlassian,JIRA

Software Asset Management: Flexera,Snow,Microfocus

Service Assurance Tools: Dynatrace,IBM Tivoli Netcool,BPPM,Ops Genie,Thousand eyes

Cloud Ops: Azure,AWS

BI / Reporting: Power BI, Data Lake,Qlikview,Alteryx