

Unified Data Platform

May 2020 - Dec 2025

Unified Data Platform was established as a cloud-first, enterprise analytics foundation that eliminated data silos by integrating multiple disconnected systems into a single, connected data ecosystem. The platform fundamentally simplified how data was produced, consumed, and distributed across LivePerson, enabling seamless interoperability between previously isolated systems.

By delivering trusted, business-critical insights in near real time, the platform empowered senior leadership with immediate access to data needed for time-sensitive strategic decisions. Built on a modern technology stack, it accelerated data onboarding for source teams and enabled analytics and BI teams across the organization to rapidly deliver dashboards with a consistent, accurate, and comprehensive view of enterprise data.

Skills: Executive & C-Suite Partnership · Data Platform & Operating Model Design · Enterprise Data & AI Strategy · Cross-Functional Transformation · Global Leadership · Talent Development · Amazon Web Services (AWS) · Snowflake · Meltano · Data Build Tool (DBT) · Apache Airflow · Kubernetes · Java · Scala · Databricks · Apache Kafka · Design and Architecture · Cross-functional Team Leadership · Project Management · MetaBase · Microsoft Power BI · Salesforce CRM · Python (Programming Language)

Customer Health & Maturity Models

Apr 2023 - Mar 2025

Led a cross-functional initiative to deliver advanced Customer Health Scoring and Customer Maturity Models, providing the CXO organization with deep, actionable insights into customer adoption and growth trajectories. The capability enabled proactive engagement with customers, early identification and resolution of friction points, and more targeted support - driving stronger customer outcomes, improved retention, successful revenue expansion and long-term value realization.

Skills: Cross-Functional Transformation · Executive & C-Suite Partnership · Enterprise Data & AI Strategy · Revenue Retention · Data Build Tool (DBT) ·

Global Leadership · Team Leadership · Python (Programming Language) · Snowflake

LP-Lens

Jul 2023 - Dec 2024

LP-Lens was designed and delivered as a unified enterprise analytics interface, consolidating multiple BI platforms, analytics tools, and business metrics into a single, intuitive hub. The platform provided universal search across all data assets, along with centralized access to business insights, a governed data catalog, and standardized metrics. By eliminating fragmentation across analytics solutions, LP-Lens significantly improved data discoverability, consistency, and decision-making velocity for stakeholders across the organization.

Skills: Executive & C-Suite Partnership · Cross-Functional Transformation · Enterprise Data & AI Strategy · Metrics & Business Intelligence · Design and Architecture · Microservices · Microsoft Power BI · MetaBase · Snowflake · Google Workspace · GenAI

LivePlan

Jan 2022 - Jul 2024

LivePlan is a financial planning and analytics platform, internally developed on modern technology stack, that unified financial planning, headcount modeling, and revenue reporting into a single, enterprise-grade solution. By seamlessly integrating Finance and Accounting systems, LivePlan delivered real-time, self-service access to critical financial data for business and executive stakeholders. The platform replaced the third-party Hyperion Cloud solution, resulting in significant cost savings while enabling a highly customized, scalable capability tailored to LivePerson's complex enterprise requirements.

Skills: Data Platform & Operating Model Design · Cross-Functional Transformation · Global Leadership · Project Management · Design and Architecture · Amazon Web Services (AWS) · Microservices

Account Based Marketing & Pipeline Forecasting

Jul 2023 - Jun 2024

Account-Based Marketing (ABM) and Pipeline Forecasting capabilities architected on top of the Data Lake enabled the CXO organization to consistently target and convert high-potential, multi-million-dollar opportunities. By dynamically refining the Ideal Customer Profile using up-to-date company data and behavioral data delivered forward-looking pipeline forecasts, the solution sharpened executive focus on the highest-value opportunities, accelerated lead conversion cycles, and strengthened confidence in revenue predictability and go-to-market execution.

Skills: Data Build Tool (DBT) · Snowflake · Machine Learning · Cross-Functional Transformation · Data Lake · Microsoft Power BI · Python (Programming Language) · Team Leadership

BellaCRM

Jan 2021 - Apr 2022

BellaCRM is architected as a centralized command center for Bella Banking, a pioneering initiative to deliver a fully Conversation AI - driven digital banking experience. Designed to operate at B2C scale, BellaCRM intended to replace Salesforce CRM to significantly improve cost efficiency while supporting high-volume, real-time customer interactions. The platform enabled end-to-end orchestration of customer engagement, operations, and analytics, providing a scalable, Cloud-first foundation tailored to the unique demands of next-generation conversational banking.

Skills: Amazon Web Services (AWS) · Microservices · Salesforce CRM · Design and Architecture · Global Leadership

Revenue Reporting Automation

Sep 2020 - Aug 2021

Led the strategic transformation and automation of enterprise revenue reporting, enabling Revenue and Accounting teams to reduce the financial close cycle by 75% (from 16 days to 4 days). Delivered a scalable, governed data lake foundation with robust financial controls, audit readiness, and compliance, empowering Finance and executive

leadership to confidently navigate rapidly evolving business dynamics and accelerate high-quality, data-driven decision-making.

Skills: Data Platform & Operating Model Design · Enterprise Data & AI Strategy · Cross-Functional Transformation · Data Lake · Snowflake · MetaBase · Data Build Tool (DBT) · Microsoft Power BI · Python (Programming Language)

Usage Based Billing

May 2020 - Jul 2021

Architected and delivered a scalable, highly reliable usage-based billing framework that integrated multiple internal systems with the enterprise billing platform. The solution ensured data consistency, accuracy, and extensibility while supporting high-volume transaction processing, enabling the business to monetize usage effectively and scale revenue operations with confidence.

Skills: Data Platform & Operating Model Design · Enterprise Data & AI Strategy · Cross-Functional Transformation · Global Leadership · Billing Process · Pricing Strategy · Snowflake · Data Build Tool (DBT) · Data Lake

Analytics Data Cloud

Mar 2012 - Mar 2020

Built content ingestion platform and retrieval API of Analytics Data Cloud, a highly scalable and performant data platform for data access by flagship Refinitiv products like Eikon and Refinitiv Workspace.

Electron Data Platform

Apr 2018 - Mar 2020

Leading development teams to build next generation bigdata solution for Electron Data Platform to enable cloud based data access.

Thomson Reuters Institutional Brokers Estimate System - Real Time Delivery

Apr 2012 - Dec 2013

A data delivery platform to deliver data with low latency TIBCO based software infrastructure

Thomson Reuters Data Concordance System

Nov 2011 - Apr 2012

A system which integrates financial data by mapping financial identifiers across different content sets using direct/indirect mapping and fuzzy logic.

Data Quality Tracker

Oct 2009 - Nov 2011

Automated system to analyze data patterns and reveal data quality problems, which were subjected through a workflow to ensure its quick and timely resolution.

Divergence Analysis Tool

Nov 2008 - Sep 2009

An automated divergence monitoring tool for monitoring and pro-actively finding data divergence problems and generating patches to resolve such critical data problems.

Thomson Reuters Data Warehouse

Jul 2006 - Sep 2008

TRDW is a consolidated financial datawarehouse (3TB+) for Thomson Reuters Products/Applications with the ability to process and integrate multiple content sets (50+) together in a simplified and standard schema.