# RAJEEV KRISHNAPILLAI

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## Professional Profile

Dynamic and results-oriented India Lead with over 32 years of experience in leading and managing operations in India. Proven expertise in driving business growth, optimizing operational efficiency, and leading high-performing teams. Adept at strategic planning, market expansion, and building strong relationships with key stakeholders. Committed to delivering exceptional results and contributing to the overall success of the organization. Experience in cross-functional environments in India, USA, Japan. Experience in leading Product Development, Project/Program management, Customer Success Management, Current Product Engineering (CPE)/Sustenance Engineering/Sunset Engineering of Products.

Held Senior Roles in **Unisys, Hewlett Packard, Dell EMC**.

Expertise in Product Development, Current Product Engineering/ Reliability Engineering
Strong background on Complete Product Life Cycle Conceptualization, Design, Manufacturing to Delivery with Embedded and Cloud based Application.
Excellent knowledge in **Google Vertex AI** and **Gemini**
Excellent knowledge in IoT – Low Energy BLE, MQTT, BACNET, MODBUS
Excellent knowledge on **SD-WAN** – CISCO, Viptela
Design and architecture of cost-efficient infrastructure by utilizing various AWS Solutions Architecting – Full Stack.
Excellent in Cloud Technologies **AWS, GCP and Digital Ocean**.
Good knowledge on AWS, establishing CI/CD pipeline for automation.
Adappt on **containerization** – Docker.
Proven track record on multiple Operating Systems – AT&T UNIX, Linux, Windows – OS Level and Application Level.
Expert in establishing a high-performance team with niche skills. Seeded multiple niche teams from scratch and nurtured them to grow both in expertise and value, they deliver to organization/ customer.

## Career Snapshot

## Organizations

- Unisys                              -        15 Years
- Hewlett Packard              -        6 Years
- Consulting                       -        3 Years (CISCO, Philips, Maersk, AXA)
- Dell EMC                          -        1 Year
- Adappt Intelligence         -        2 Years
- Criterion Networks          -        Current

## Domain

- Product Reliability Engineering
- Product Development
- Product Manufacturing

## Positions Held

- Group Manager/Senior Director
- Delivery Manager
- Program Manager
- Product Manager
- Engineering Manager
- Delivery Head

- Senior Manager

## Technology

IoT - Low Energy BLE, MQTT, BACNET, MODBUS
SD-WAN – CISCO, VIPTELA
AWS IoT Core, AWS Solutions Architecting – Full Stack.
Cloud Technologies AWS, GCP
AI - Google Vertex AI & Gemini, AWS Bedrock
AWS Establishing CI/CD pipeline for automation.
Agile and Waterfall Methodology - JIRA, Bugzilla
Containerization – Docker.
UNIX Kernel Development – Kgdb, gdb, KDB, kcrash, WinDBG, C, C++, Python, Puppet
Ubuntu, Eclipse, Subversion, CVS. BitBucket
Linux, UNIX - Clustering – ReliantHA, Embedded Linux
Kernel Development - Unisys SVR4, UnixWare, HPUX

**Career Highlights**

**Criterion Networks      - Product/Engineering Director/Customer Success/PMO**

*Significant Highlights:*

- Engineering Director and India Lead for Criterion Networks.
- Product Development for SDCloud Designer – AWS and GCP
- AI – Google Vertex AI & Gemini
- SPOC for Google Partnership
- PMO for Criterion CISCO MINT (Mentored Install Network Training) Projects
- Overall ownership for the India Development Center - Development Team, Customer Success, Project Management, Outsourced Partners and SPOC for CEO.

**Adappt Intelligence -  Global Head - Product Delivery & Service Delivery**

*Significant Highlights:*

- IoT - Sensor technology, Data analytics, Machine Learning and Artificial intelligence.
- Complete end to End Ecosystem on AWS Cloud, Python, TensorFlow for ML. IoT – Low Energy BLE, MQTT, BACNET, MODBUS and AWS IoT Core.
- AWS Solutions Architecting. CI/CD AWS Commit, Build and Deploy - AWS Code Pipeline. Containerization Docker, Kubernetes on AWS
- Ownership of Product Manufacturing, Product Development - Software and Hardware.
- Voice of the customer inside the organization in driving product manufacturing and R&D, feature development and product manufacturing.
- End to End Customer Success for Adappt in Global Role.
- Ensured long lasting relationships with customers worldwide (APAC, Japan, China, Europe, USA).

**DELL EMC - Global Head - Product Development & Sustenance Engineering (CPE) for EMC**

*Significant Highlights:*

- Global Role - Senior Manager – CPE and Feature Development
- Develop and implement strategic plans to drive business growth and enhance service offerings.
- Collaborate with sales and marketing teams to identify new business opportunities and drive client acquisition.
- End to End Customer Success for Dell EMC in Global Role.
- Provide Worldwide 24X7 Support for Fortune 500 Customers
- Direct Customer Interaction for Resolution of Critical Issues with Minimal Downtime
- Transition from Onsite to Offshore of Critical support for Networker
- Interfacing with the various peer Groups inside Dell EMC resolve cross platform-Application Issues

- Interfacing and driving Project and Program management meetings with India and US counterparts

**CISCO/Philips/MAERSK - Engineering Manager - Sustenance Engineering and Migration**

*Significant Highlights:*

- Engineering Manager - FreeBSD Support and WindRiver Migration
- Presentation to CISCO Management Program and Project Dash Board and Metrics
- Interfacing with the various peer Groups inside CISCO (ESA and WSA) to resolve cross platform-Application Issues
- Interfacing and driving Project and Program management meetings with India and US counterparts

**Unisys Global Technology Centre India - Product Manager**

Business Information Server

*Significant Highlights:*

- Overseeing team of 30 Engineers and 3 team leads.
- Complete SDLC (Software Development Life Cycle) Ownership – Waterfall Model
- Interfacing with cross Geographical teams for multiple versions of the Product (Windows, Linux, Solaris and OS2200)
- Interfacing with ISV's to incorporate their Modules in Product

**Unisys Global Technology Centre India - Product Manager**

Agile Business Suite (AB Suite)

*Significant Highlights:*

- Overseeing 3 teams of 60 engineers and 3 team leads.
- Managed the **ABSuite Projects.** Worked with S&T (Systems & Technology) partners for the successful transition of ownership of ABSuite projects.
- Helped S&T in reducing R&D cost structure through time bound transition of projects.

**Hewlett-Packard (HP – R&D Labs) - Engineering Manager**

HPUX Kernel – Virtual Memory Subsystem Development and Sustenance Engineering

*Significant Highlights:*

- Managed the VM, KC/KRS, EVM Projects. Worked with ESTL (Enterprise Systems Technology Lab) partners for the successful transition of ownership of VM projects.
- Achieved high productivity gains.

**Hewlett-Packard (HP – R&D Labs) - Product Manager**

Product Development MAYA (Data Centre Management - System Reservation, Provisioning and Activity Scheduling and Server Virtualization Software)

*Significant Highlights:*

- Full SDLC Ownership – Agile Methodology
- Requirement gathering (Marketing and Sales)
- Interfacing with Third party Vendor Companies to incorporate their Modules in Product
- Product Feature freezing based on Schedule and Budget
- Product timeline planning
- Product Development and Delivery
- Development Testing and Release to system testing Team

**Tata Unisys Ltd. – Senior Director**

*Significant Highlights:*

***Business Development***

- o Spearheaded Business Development for Unisys in USA & EPSON, Japan as well as Pre-Sales and Software Development in India and the US (2001-04). Account Manager for Japanese business in India.
- o Drove business development efforts in the USA with technical program and project management of geographically disbursed teams using established criteria and professional standards. Managed a team of 20-30 consultants, both onsite and offshore.
- o Played pivotal role in getting the client to sign up for extended support for the product after the client terminated the product.
- o Earned the project a rating of 5 out of 5 for 4 consecutive years.
- o Managed and successfully delivered Migration of packages from FORTRAN/C to 64 Bit Linux system, PBS (Portable Batch System), GAMESS and FLOWSOLVE

***Program Management***

**In the US:**

- o Close liaison with Unisys Management, Customers and Support Groups.
- o Functioned as SPOC for Unisys & presented status reviews of the program to the Management.
- o Led Development of Intel Hardware Monitoring system on Intel AD450NX chipset based platforms.
- o Led the development of Migration Guides for migration from SVR4 to Montery64 (AIX5L) and from SUN Solaris to Montery64 (AIX5L).
- o Program awarded a **rating of 5 out of 5 for excellent performance.**

**In India:**

- o Successfully managed administration of Facilities and Engineers
- o Handled the additional responsibility of technical co-ordination of the SIMS, SMS Gateway team in UAE.
- o Assisted Sun customers using Sun Internet Mail Server (SIMS) - an internet mail server from SUN Microsystems supporting LDAP, ESMTP, MIME, HTML, IMAP4, POP3, TCP/IP and NOTARY across Europe and Asia.
- o Functioned as **SPOC with Sun** and led the successful execution of the program.
- o Successfully **installed, configured and migrated 50,000 user accounts, for Emirates Telecommunications, ETISALAT, UAE** from SendMail to SIMS, along with SUN engineers; resulting in securing more projects from Sun including one on providing a GSM gateway into SIMS for ETISALAT.
- o Support for SCO products for its customers in India covering UnixWare OS and POS (Point of Sales), SCO's Embedded Software.