ROHIT HANS

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EXPERIENCE

Senior Manager with over thirty years experience in delivering results through systems and services. Have managed large, complex projects with over 80 resources. Managed the client relationship and the development and rollout of large and complex, mission-critical projects. Setup and managed project standards, processes and financial controls for a Program Management Office for large programs. Well versed with formal development methodology and Business Processes. Extensive experience in varied information systems utilizing management and technical skills. As a senior manager responsible for setting staff objectives and monitoring their career development and growth within the organization. More recent experience as the Managing Director of three start-ups. This entailed writing the business plan, strategic planning, business development, hiring and mentoring, building marketing collateral, setting up processes and standards, operationalising and delivering to client requirements.

Proven experience in:

Program / Project Management	Project Control / Financial Management
Set up standards and run a Program Management Office	Vendor Relationship Management
Development and delivery of large, complex, mission critical projects	Vendor due diligence, selection and implementation
Enterprise application integration	Dual-Shore delivery model and execution
Software Engineering	Outsourced development & Help Desk Management
Technical Management	Support Management
Successfully lead and energize large teams	Risk Management
Industry experience in the following: Technical Documentation & CBT services for engineering, aerospace and avionics industry, Tax, Insurance, Medical Claims, Fixed Income Securities, Hospital Systems, Hotel Systems, Imaging, Accounting, Inventory Indian Defence Procurement and Defence Offsets, etc.	

SELECT CAREER ACCOMPLISHMENTS

Thalia Infotech Pvt. Ltd   *Oct '12 – current*   *Director*

- Registered and setup Thalia Infotech. This company is primarily focused on conceptualizing and developing effective communication products/services. Examples of this are Computer Based Training (CBT) for Education Institutes (visualization of laboratories, dissection of household products – blender, pump, brake assembly etc.), for Original Equipment Manufacturers (OEM) (e.g. training material for machine operators, maintenance staff, engineers etc.), Aerospace (Human Factors CBT for crew, engineers, ATCs etc.), Automotive (Illustrated Parts Catalog, Posters) and Newspaper Publisher (operator and graduate engineer training).
- The current portfolio of services is an extension of the strengths, processes and experience built over the past few years at Vectra IT.

Vectra IT Solutions / Global Offset Exchange   *Mar '06 – Dec '12*   *Managing Director / Director*

- Registered and setup Global Offset Exchange. Built in-house expertise in Indian Defence Offsets and established processes and relationships with suitable partners to meet our clients offset obligations. Setup a consulting practice. Multi-year exclusive agreements in place with a number of large European clients.
- Registered and setup Vectra IT Solutions. Hired senior managers and developers with expertise in the engineering, avionics industry, Technical Documentation, CBT and ERP solutions, Audio-Video creation, editing and after-effects, 3D Modelling. Setup robust processes and awarded TUV SUD ISO 9000 certification.
- Providing consultancy services to large European and US based clients for the procurement of high-end products and services and potential markets for their products.
- Providing Technical Documentation and CBT services to European and Indian clients.
- Forged and built a relationship with some of the largest avionics, defense and aerospace OEMs.

- Worked closely with Thales on the large Mirage Upgrade Program – understanding the requirements and finding suitable companies in India capable of delivering critical components for this Program. Submitted a number of large RFP responses for the setting up of a dedicated facility to provide technical documentation services and the redesign of electronic boards to address obsolescence constraints.
- Provided consultancy services to large European and US Clients providing defense solutions – covering the sourcing of a wide range of products and services.
- Select, implement and manage ERP solutions for the aerospace and engineering industry.

Xansa   ***Dec '04 – Feb '06***   ***Vice-President (US Operations)***
- Responsible for business development including prospecting, pre-sales and sales related activities for the US Market.
- Investigate and create new business propositions
- Manage multiple project teams: project costing, planning, quality control and implementation, budgeting/cost containment.

H & R Block   ***Aug '03 – Feb '04***   ***Senior Manager (on contract)***
- Conceptualized, established and managed the set-up of a Business Concept Validation Lab, including all logistics and staff recruitment. Finalized initiatives with the business community. Developed discovery prototyping methodology with integration to existing processes. Successfully piloted a business concept and established Lab value to the corporation.
- Managed the usability tests for TaxCut: An end-user commercial product for preparing & filing personal income tax returns.

AT & T SOLUTIONS   ***Jan '03 – Jun '03***   ***Senior Manager (on contract)***
    Contracted with AT&T for JP Morgan Chase:
- Managed performance simulation and reliability modeling of systems to determine network readiness prior to their deployment over the corporate WAN.
- Developed the business processes and their integration within the corporate SDLC.

AURORA SOFTWARE   ***Apr '01 – Jan '03***   ***V.P. Operations***
- Managed operations for Aurora Software, a supplier of premier trading systems for the Fixed Income securities marketplace (Government bonds, Mortgage backed securities and derivative products).
- Set up a Quality Assurance function, managed client support, conducted strategic planning sessions, responsible for budgeting, forecasting and contract management.

NEXGENIX   ***Jan '00 – Apr '01***   ***Program Manager***
- For XL America managed communication processes and each phase of the System Development Life Cycle, with prime responsibility for managing client expectations, liaison with the other vendors and the Program P&L. As the systems integrator managed the relationship with the creative agency and the vendor providing the underwriting, policy issuance and claims system. Worked with the client in gathering business requirements, designing business process flows and for setting the criteria and selecting vendors for over 20 products that would be integrated in the final system architecture. Managed a team of over 40 business analysts, developers and line managers. The objective was to offer Employment Practices Liability Insurance (EPLI) over the Internet.
- For Chubb Insurance managed the business requirements gathering, analysis, product and vendor selection and overall architecture. Responsible for the client relationship and liaison with the other vendors and the program financials. Managed a team of over 15 business analysts and developers. The program objective was to offer Business Owner's Policy (BOP) for the small business segment.

The objective for both assignments was to use a component-based architecture and integrate with selected backend rating, policy issuance and claims systems.

UNISYS CORPORATION   ***Apr '85 – Jan '00***   ***Engagement/Program Manager***
- As the Development Manager, responsible for design and development of a $5.3 million mission-critical high transaction volume medical claims processing system in a 4GL for First Health Corp (now a part of First Data Corporation), a large claims processor. Assisted in setting program management standards, communication processes, controls and the Program Management Office. Recruited and managed a team of

approx. 50 developers. Served as the prime interface with the client's Quality, Training, Operations and User organizations. Managed the Performance/Stress testing of the developed application. Deputy for Program Director. Responsibilities included managing the deliverables schedule and quality and the Program P & L.

- Set up the development organization and Program Office for CareSys, a corporate HealthCare product. Set up development, quality assurance and reporting standards. Recruited and trained 25 staff. Managed the development of the product for the international market place and brought in three quality releases on schedule and within budget. Designed and managed the successful internationalization of a locally developed product. A version of it is now being marketed worldwide and successfully installed in over six countries.

- Served as the Deputy Program Manager for a $12.3 million Business Process Re-engineering and Imaging development and rollout for a Workers Compensation system for the State of Nevada. The turnkey project includes the system integration of software and hardware components from over a dozen suppliers, development and rollout of the solution, training client staff and a substantial conversion of existing paper claims. Responsible for program planning and control, financial management and reporting. Designed and implemented financial and budgetary controls.

- As the Engagement Manager for the installation of Hermes, a Newsroom and Pagination system, for The Wall Street Journal, assisted in contract management and negotiation, managed the client relationship and expectations, the program P & L, change control and took responsibility for the system delivery and rollout.

- As the Engagement Manager for the installation of Hermes at Sarasota Herald Tribune, a smaller property publishing five newspapers managed the client expectations, planned and managed the gathering of customization requirements, modifications, user training and the delivery & rollout of the system. Served in a similar role and responsibilities at Stars and Stripes, an installation publishing a newspaper for the US Armed Services in Europe and Asia.

- As the Program Manager, provided technical lead and managed the following projects for Toys R Us: a $6.5 million Development and Maintenance contract, EDI development and portation, Open OLTP proof of concept redevelopment across heterogeneous platforms and databases, a Y2K compliance assignment, a large high volume Oracle system development and implementation and successfully led cross-functional client teams through two System Integration developments. Managed the resources, the projects, the P & L and developed financial justification / business case for additional engagements.

EDUCATION
- MS in Information Services, Drexel University, Pennsylvania, U.S. 16 of 48 credits completed, with a GPA of 4.0. Relocated to India before the completion of course.
- MBA, Indian Institute of Management, Calcutta (IIMC)
- Bachelor of Technology in Electrical Engineering, Indian Institute of Technology, New Delhi

OTHERS:
- Widely travelled, multi-cultural exposure: Worked for 3 years in Singapore/Malaysia, 10 years in Australia and another 10 years in the U.S.
- Extensive experience working for large process driven corporations (Unisys, JP Morgan Chase, Xansa) and small companies including startups.
- Returned to India ten years back for personal reasons