

# Raj Rammohan

New Jersey

-Email me on Indeed: <http://www.indeed.com/r/Raj-Rammohan/71150c7b29d0c555>

## DIGITAL TRANSFORMATION / IT DIRECTOR

Technology and Portfolio Optimization | Operational Excellence | Data Science and AI Certified  
Dynamic Information Technology professional with strong management, leadership, analytical and problem-solving abilities.

Extensive experience in selling and delivering IT solutions and services to large Fortune 500 clients. Acknowledged strategic thinker with passion for technology, driving continuous process improvements. Expert in building large, highly motivated global teams focused on delivering business objectives. Exceptional versatility in managing multiple responsibilities in pressured environment, leveraging good communication, influencing, and people skills. Outstanding talent growing relationships with customers, colleagues, business partners, and stakeholders. Proven track record leading cross-functionally with combination of deep technical expertise, business value, and client perspective.

- Shared Services & Technology Delivery Center
- Customer & Vendor Relationship Management
- Data Analytics, Data Science & Data Archiving
- Global Delivery Program Management & Governance
- Agile Methodology & Process Improvement
- Application & Infrastructure Management Services
- Digital Transformation, AI & ML, RPA and Cloud
- Sales Pipeline & P&L Management

Industry Verticals - Media / Education | Pharma | Travel & Transportation | Retail and Consumer Products

## Work Experience

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### **Director, IT Strategy**

PEARSON - Hoboken, NJ

April 2016 to Present

Managed portfolio of technology delivery center services with annual spend of \$80M+ and 1.5K+ resources. Partnered with preferred vendor supporting application, platform, and products driving digital transformation – CRM with Salesforce, eCommerce with AWS and Google Analytics, Hyperion, Identity Management, Workday, SAP, Oracle EBS, Master Data Management, AI / ML, Robotic Process Automation, and digital tools.

- Developed global strategy for IT application development, maintenance, and quality services, optimizing cost, performance, quality, IT governance, and vendor strategy as part of the technology-shared services.
- Drove onboarding and transition of applications to and from preferred vendor, increasing efficiencies through adoption of standardized, repeatable processes, metrics, deliverables, artifacts, and strategic vendor relationship management.
- Established portfolio-level process for operational risk and issue management for technology delivery center services, ensuring actions are identified and addressed appropriately and stakeholders were communicated.

- Provided guidance, mentorship and direction to leads and managers.
- Steered and managed cost optimization and reduction strategies across shared services portfolio, partnering with vendors.
- Oversaw IT relationship with Finance Business Process Outsourcing services team of 400+ resources across multiple geographies by providing guidance and oversight on IT services, issues, and escalations.
- Partnered with procurement team in initiating and managing multi-vendor RFP for entire Pearson technology portfolio, including submission of RFP, reviewing responses, scoring, and down-select process.

## **Senior Delivery Project Executive / Account Manager**

IBM GLOBAL SERVICES - Princeton, NJ

August 2012 to March 2016

Directed multiple large outsourcing accounts with annual budget of \$25M+ and 200+ resources for Pharmaceutical and Travel and Transportation Industries. Exceeded metrics for signings, revenues, and profit. Provided account leadership to service delivery teams.

Identified and managed new opportunities and maintained healthy pipeline for accounts. Created, sold, and delivered strategic client solutions working with customer management team at level of CXO and SVP.

- Led analysis, proposal creation, negotiation, and implementation of multi-million-dollar Cloud migration for leading pharmaceutical company moving work streams to Cloud and eliminating mainframe, resulting in significant cost savings.
- Provided thought leadership to team, facilitating development of technology plan for account and managed implementation of key activities from plan.
- Collaborated with highly matrixed IBM teams, reviewing RFPs and creating complex competitive winning proposals.
- Implemented ticket analytics, processing and analyzing incident and service request data, uncovering significant insights, increasing productivity, and identifying opportunities for improvement and quantifying impacts of operational levers on performance metrics.
- Administered financial plan for accounts by creating accurate forecasts and closely monitoring actual to forecasts.

## **Service Delivery Manager**

IBM GLOBAL SERVICES - Princeton, NJ

June 2008 to July 2012

Headed new business program from initiation through Statement of Work (SOW) approval and implementation in area of server build, storage, network voice, and data and application development.

- Developed application retirement strategy, managing data archival into IBM data archival tool OPTIM from proof of concept, sales, set up and configuration, implementation, and decommission of 100+ applications.
- Coordinated application development in Mainframe, AS400, Web technologies, Middleware, and SAP environments.
- Reviewed dashboard of active projects for monthly governance call with customer's executive team.
- Organized Citrix program from initiation through server builds, network configuration, application setup, configuration, and production support.
- Facilitated technology plan for customer, managed identification and analysis of focus areas, and created roadmap from current state to end state.

## **Senior Program Manager**

IBM GLOBAL SERVICES - Princeton, NJ

October 2002 to May 2008

Supported strategic application development for HR and Merchandising portfolio for the customer.

- Processed and reported to customer Chief Information Officer (CIO) weekly, overseeing status of compliance with Payment Card Industry (PCI) standards for customer's cardholder environment.
- Controlled HR team in completing transition of HR systems from one retailer to another as part of Merger and Acquisition.
- Guided coupon analysis and development of new coupon process across multiple functional areas and provided executive-level communication at level of CEO.

## **Principal Consultant**

PRICEWATERHOUSECOOPERS - Florham Park, NJ

July 1999 to October 2002

Customer Supported: United Parcel Service (UPS)

- Led semi-annual release projects starting from business requirements through Functional Design, Detail Design, and Integration Testing across multiple teams.
- Conducted formal quality reviews of technical specifications and detail designs, ensuring consistency and standardization.

## **Senior Associate**

COOPERS AND LYBRAND - Morristown, NJ

September 1996 to July 1999

## Education

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### **Graduate Certificate in Data Science**

Harvard University - Cambridge, MA

August 2015 to December 2017

### **Master of Science (MS) in Communication Engineering**

Indian Institute of Science - Bangalore, IN

### **Bachelor of Science in Math and Computer Science**

University of Madras - Chennai, IN

## Skills

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- Data analytics
- Digital Transformation
- Data science
- Program management
- Shared Services
- Customer relationship management
- Python
- AWS

## Links

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<http://www.linkedin.com/in/raj-rammohan>

## Certifications and Licenses

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### **PMI Certification**

#### **PMP**

**Artificial Intelligence Associate Certificate, North Carolina State University**