

AMIT SHAH

CONTACT



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SKILLS

- Avid Learner
- Generative AI, LangChain, CrewAI, LangSmith, HuggingFace
- Strategic Thought Leadership
- Program management
- Exceptional communication skills
- Team leadership abilities
- Creative Ideation
- Agile/Waterfall/Iterative Models
- Dependency Management
- Development Programs
- Quality Assurance
- Data Migrations
- Presentations
- Project Plans
- Streamlining
- Business Model Creation and Value
- Proposition Design
- Operational Excellence
- Agile development frameworks
- DevOps and Organisation Design for Product/Customer centric Design
- Design Thinking
- Strategic Negotiation
- TOGAF
- Problem solving
- Value Proposition Design
- Talent Development – Program Management
- Retail Value Chain
- Sustainability
- Business and Application Architecture

With over two decades of experience, I am an accomplished Transformation Leader adept at orchestrating successful business and IT change across diverse domains—ERP, Cloud, Sustainability, and AI. My expertise lies in meticulously planning and executing large-scale transformation programs, seamlessly bridging the gap between business objectives and cutting-edge technology.

Key Strengths:

- **Strategic Vision:** I navigate complex landscapes by aligning transformation initiatives with corporate strategy, ensuring a cohesive and purpose-driven approach.
- **Stakeholder Engagement:** My ability to build robust relationships with stakeholders—both internal and external—fuels collaboration and drives results.
- **Cross-Functional Leadership:** I motivate cross-functional teams to achieve tangible business outcomes, leveraging their diverse skills and perspectives.
- **Quality Focus:** My unwavering commitment to delivery quality, cost optimization, and continuous improvement ensures sustainable transformation results.
- **Agility and Precision:** I thrive on delivering excellence with agility, adapting swiftly to changing dynamics while maintaining precision.

Notable Achievements:

- Won Co-op SAP S/4HANA Transformation circa £7 Mn, driving next-generation ERP modernisation at enterprise scale
- Won AO.com WMS Transformation circa £7 Mn, modernising warehouse management to improve fulfilment efficiency and scalability
- Recovered State Bank of India YONO 2.0 from Red to Go-Live for joint venture journeys developed by Hyderabad team. Reviewed, created an action plan and delivered with a team of 250+ members using modern Android & iOS UI app development with Microservices deployed on Istio and Kubernetes clusters
- Led to win Wickes IBM OMS implementation circa TCV £3 M
- Led Co-op's Retail Business Transformation on SAP, re-engineering supply chain processes with accurate forecasting and replenishments
- Successfully delivered Funeral Care's transformation using MS Dynamics, enhancing operational efficiency with better financial controls

LATEST COURSES

- **DeepLearning.ai** - CrewAI
- **Oxford** Strategic Management Executive Programme (Jan - July'2024)
- **CSRD Fundamentals** (July'2024)
- **Stanford** Online - XEJET110 - Strategies for Sustainability (November'2023)
- **DeepLearning.AI** - Generative AI with Large Language Models (October '2023)
- **University of Michigan** – Successful Negotiation: Essential Strategies and Skills (Coursera) (June'2020)

LATEST READ BOOKS

- **Designing Multi-Agent Systems** By Victor Dibia
- **The Signs were There** By Tim Steer
- **Portfolio Management** By Carl Marnewick
- **Rewired** – The McKinsey Guide To outcompeting in the age of Digital and AI
- **Spin Selling** by Neil Rackham
- **Spiritual Anatomy** by Kamlesh Patel

VOLUNTEERING

- **Heartfulness Institute** – I am a certified meditational trainer and teach meditation for free

- Pioneered ASDA's Future Program (Commercial, Supply Chain), achieving high customer satisfaction and on-time, within-budget delivery.
- Spearheaded strategic transformation initiatives for Tata Digital, fostering employee development and team motivation.

My passion lies in driving impactful change, and I create an environment where excellence thrives. I can lead and drive organization's transformative journey in most predictable manner

EXPERIENCE

June 2020 to Current

Growth and Transformation Head *Tata Consultancy Services*,
Liverpool, Merseyside

Key Account Engagements

- Spearheaded the sale and pre sales cycle for Wickes OMS implementation. Partnered with IBM to win the deal
- Won Co-op SAP S/4HANA Transformation circa £7 Mn, driving next-generation ERP modernisation at enterprise scale.
- Won AO.com WMS Transformation circa £7 Mn, modernising warehouse management to improve fulfilment efficiency and scalability.
- Recovered State Bank of India YONO 2.0 from Red to Go-Live for joint venture journeys developed by Hyderabad team. Reviewed, created an action plan and delivered with a team of 250+ members using modern Android & iOS UI app development with Microservices deployed on Istio and Kubernetes clusters.
- Spearheaded the F&O Implementation for AO World with Microsoft D365, set to go live in May 2024, managing a project budget of \$5Mn, thereby operationalizing strategic plans into actionable value-driven outcomes.
- Led ASDA UK's Future Core implementations across Finance, Commercial, HR & Payroll, orchestrating a complex transformation with a \$50Mn budget, leveraging SAP, Workday, and Azure to enhance operational efficiency and stakeholder satisfaction.
- Directed Co-op UK's Retail Business Transformation, successfully implementing SAP, b2bi, and Azure solutions across multiple releases since December 2020, with a total

contract value of \$50Mn, demonstrating exceptional ability in managing high-stake projects and driving business benefits through strategic innovation and operational excellence.

- Highly Skilled in presenting and articulating complex solutions to business executives
- Act as an owner from System Integrator partner side shaping customers' business and operationalising the strategy to deliver value.
- Working at both operational and strategic levels in the accounts based on the need of the hour.
- Strategic includes
 - Working with customers to drive business benefits
 - Creating program road maps based on business benefits, risks and cost
 - Representing Program in steering committee
 - Defining Program Governance and Reporting
 - Budget Planning
 - RAID log discussion
 - Creating Trusted Bond with customer
 - Creating psychological safe environment for innovation
- Operational includes
 - Creating and driving project plans
 - Create Team Structures
 - Create Reporting Structures
 - Dependency Management
 - Resource Allocation and Management
 - Testing Strategy
 - Code Quality Assurance
 - Service Transition and Design Strategy and Execution Planning and Delivery
- Sales and Presales Support – Creating Executive Summary and drive the sales process using MEDDIC, SPIN etc., methodologies
- Latest key win includes Co-op UK RBT, Funeralcare and ASDA Future Program UK
- Other Responsibilities include

June 2018 to June 2020

Senior Delivery Partner *Tata Consultancy Services*, Liverpool, Merseyside

Key Delivery Account Engagements

Home Office – Disclosure and Barring Services (Siebel CRM and bespoke Java)

Key Activities

- Led the transformation of key delivery account engagements for the Home Office, utilizing Siebel CRM and bespoke Java, by employing advanced program management techniques to convert challenging programs into successful ventures within a global workspace.

- Demonstrated expertise in forming high-velocity teams and structuring product-based organizations, ensuring the delivery of software projects with precision and quality through effective onsite-offshore models.
- Oversaw the governance of change control, effectively communicated with CXO-level stakeholders, and managed service transition processes, establishing robust configuration and release management governance. June 2017 to June 2018

Program Director *Tata Consultancy Services*, Liverpool, Merseyside
Home Office – Disclosure and Barring Services (Siebel CRM and bespoke Java)

Engaged in critical program recovery for the Home Office, addressing multi-vendor issues and an 18-month delay, through strategic leadership and comprehensive program review, ensuring readiness for go-live.

- Conducted root cause analysis (RCA) and developed a corrective action plan for application development, testing, program governance, security, and performance, leading to the identification and scheduling of dependencies with precise go-live dates.
- Directed a diverse team of 300+ (onsite/offshore) associates, successfully deploying 20,000 PDs of work into production within 14 months, and managed program logistics from both onsite and offshore locations, including seven trips to Liverpool to resolve onsite dependencies

March 2004 to June 2017

2011 – 2017 - CEOs office-Deliv Governance - Program Manager. Delivered some key projects for

HP.com

Department of Corrections, PA

Indian Government Projects

Indian Government - eMigrate and Passport

AXA IZI Project

Latin America Geography project

2009 – 2010 – CVS TPMS – Program Manager

2007 – 2009 – Walgreens Next Gen KPI – Project Manager

2004 – 2007 – Walgreens Store Net – Technical Architect (Java)

2002 – 2004 – P&O Ferries TIGER – Developer (Java)

EDUCATION

2001

Master of Technology Information Technology

Indian Institute Of Information Technology, Gwalior

1998

Bachelor of Technology Electrical Engineering

GBPUA&T, Pantnagar