Venkatasubramanian S

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Strategic global change leader with focus on engineering excellence and customer centricity, understanding customer strategic goals and incubating and implementing futuristic products to achieve their goals, spurring revenue acceleration, optimizing productivity, simplifying operations, eliminating waste, building high performing teams and cultivating trusting and productive relationships with leaders at various levels within and outside the organization

- **Partnering with Customer leaders to understand their strategic goals and delivering values** – As a member of strategic team, helping customers in defining their strategic programs, defining products/projects and articulating outcomes/benefits
- **Delivering complex digital transformation programs** involving legacy, modern and niche technologies – New Product development, Modernizing products to keep them relevant in digital era, Re-Architect and Migrate workloads to Cloud and Automation of business processes
- **Leading global teams** comprised of Senior Managers, Managers, Consultants, Functional Analysts, Architects, Developers and Build Engineers and Testers (Functional/Automation)
- **Recovering Troubled Programs –** Rapid assessment, Stabilization plan, Stabilization, Continuous Improvement - Hyper care, Communication strategy
- **Learning new digital technology areas like** Data Engineering (Python, Snowflake), MERN Framework, Cloud Technologies (GCP, AWS) and DevOps (Jenkins, JIRA)
- Demonstrating Leadership Capabilities
  - **Entrepreneurial abilities**: Owning up profitable growth and driving value through innovation and prudent risk-taking. Ability to quickly adopt to changing environments.
  - **Collaborative leadership:** Building networks and navigating the organization to achieve collective success and deliver optimal solutions for customers. Have the **ability to influence people even when not having authority over them**.
- **DELIVERING "RESULTS"**

- Total Years of Experience: **22 Years**
  - Current Organization: **Cognizant – Mar-2014 to Till Date**
  - Infosys – Mar-2006 to Feb-2014
  - IBM Global Service – Nov-2004 to Feb-2006
  - Ramco Systems – Jun-1998 to Oct-2004

Most Recent Experience Summary – Cognizant

Current Role**: Engagement Delivery Partner –** Playing this role for Past 4 Years
Designation**: Associate Director**
Industries **: Education Publishing and Media Publishing**
Key Customers**: Houghton Mifflin and Harcourt (HMH), Hearst, Sony Music, Warner Music, Macmillan**

Key Responsibilities:
- **As a member of HMH strategic business team**, incubated and implemented mobile products like Teacher Reading App, Automated Student Data Roster app.
- **Integrated Delivery Governance** for key Digital transformation Programs and AMS programs – Driving consistent delivery across Multiple Service Lines
  - **Product and Service Quality** – Driving Engineering maturity through tools, Agile and DevOps Focus, Independent audit and assessments
  - **HyperCare** – Achieving predictable outcomes by adhering to rigorous HyperCare processes
  - **PCSAT (Project level Customer Satisfaction Score)** – Keeping customer satisfaction high by getting Periodic feedback from key customer project stakeholders and implementing systematic remediation procedures
  - **Contract Compliance** –Ensuring fulfillment of MSA and SoW obligations

- **Pursuit Excellence** –Defining effective solutions and competitive commercials. Assessing deliverability.
- **People focus** – Mentoring and career planning for associates, attrition check, cross-skilling and up-skilling
- **Continuous Improvement and Innovation through Program "Zenith"** – Driving Continuous Improvement and Innovation program that facilitates the team to ideate, shortlist and implement key ideas. Articulating the benefits to customers.
- **Top-Line and Bottom-line responsibility**: Continuous effort to exceed revenue goals and margin goals.

Key Programs/Projects executed:
- **Connected Learning Program for HMH**
  - **Math 180 Product** – Modernization program for an Interactive animation based Maths gaming app – Unity 3D, Read JS – Distributed Agile (PoDs) – Fixed Capacity – 1.5 MUSD
  - **iRead Product** - Modernizing Interactive animation based gaming app for English language reading– Unity 3D, Read JS – Distributed Agile (Scrum) – Fixed Price – 2 MUSD
  - **Integrating intervention programs** with Modern LMS Platform "Ed"– 1 MUSD
  - **Teacher Reading app and Student Data Rostering app** – 450 KUSD
- **CASPER Program for Hearst** – ecommerce modernization program - Enabled targeted marketing and subscription based pricing, simplified checkout process, Integration of multiple payment gateways – 250% increase in sales in 12 months period – 1 MUSD
- **SAP Migration to AWS for HMH –** Migrating critical SAP modules from 3rd Party Data center to AWS – Huge volume of sensitive data – Implementation of High Availability – Crunched schedule to meet Data center decommissioning targets for cost savings - TCV: 600KUSD
- **Migrating 30+ applications to AWS cloud for PCF –** Automated application complexity analysis – Cognizant Cloud Assessment Framework (6R's) – Fixed Price – 300KUSD
- **IT AMS and Engineering AMS programs for HMH** –SLA based MSM model – Learning platforms, SAP, SFDC - Fixed price - YoY optimization for customer (Tools, Automation, Tech debt reduction) – Margin Improvement for Cognizant (Pyramid Correction, Extreme offshoring, Automation) - Successful contract renewals (TCV: 20MUSD)
- **AL/ML based Pilot Program for assessing the effectiveness of a course –** Part of the team that developed a set of algorithms that learns from historic data and rates the effectiveness of course and/or teachers

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Roles played: **Transition Manager and AMS manager, CoE Lead for Business Unit level ADM practice**
Industries **: Insurance**
Key Customers: **Hartford Insurance**
Key Pointers:
- **Hartford Insurance** – Transition Manager - ~120 applications under Commercial Insurance Tower successfully transitioned from Accenture to Cognizant – Managed Business Model – 350+ team members at peak across cities in India and overseas - 1200+ training sessions - Mix of apps with varying complexities and mixed technologies including legacy and niche
- **IME ADM Center Of Excellence Lead** - Solution architect for ADM pursuits, Automation and Transformation Champion for ADM engagements across IME Business Unit – **Key Wins**: Kantor AMS deal, HMH, BBC

Prior Experience Summary
Infosys

Roles played: **Program Manager**
Key Industries **: Legal Publishing, Education and Banking**
Key Customers: **LexisNexis, Career Education Corporation and Amex**
Key Pointers:
- **LexisNexis** – **Statues Conversion Program** – An automated Content Transformation Solution that analyzes millions of Skewed legal data documents in various formats like XML, Word and PDF and transforms these content to enriched XML documents based on defined transformation rules. Output XML is loaded into MarkLogic based HPCC platform for better user experience and faster and accurate search results. This solution is patented. This automated and iterative approach resulted in high quality deliverables and fetched additional business of around 20MUSD
- **LN France – Project Maroc – Development and support -** Developed a powerful content Search engine for Lawyers and Law Firms in Morocco - Contents are harvested and loaded thro' automation into MarkLogic repository. Basic search and advanced Search features were delivered.

- **Career Education Corporation (CEC) Onsite Project Manager -** As a Transition Manager, planned and executed the transition of Level-2 and Level-3 support activities of MyCampus and Virtual campus web applications. As a support manager, managed the steady state operations. Transformed the chaotic, ambiguous support operations to a well-defined, controlled, offshore driven, SLA bound support operations
- **American Express – Onsite Project Manager** - Played Vendor Manager role and Amex Manager Role. Met customer's business objectives and developed business for Infosys in parallel by mining new opportunities. As an onsite project manager, handled the inception, execution and release of few critical enhancements in business critical "Business Information systems" and "Credit Card Replacement System" portfolios

IBM Global Services

Role**: Project Leader**
Key Industries **: Telecom**
Key Customers**: Telstra**
Key Pointers:
- **Telstra – Transition and Support for Local Number Portability Carrier Information Systems (LNPCIS) :** As a Transition lead, planned and executed the transition of LNPCIS application from IBM Australia team to IBM GS India Team. Responsible for transition planning and execution, delivery planning, sizing and estimation, configuration management, Testing and release management.

Ramco Systems Ltd.

Role**: Developer and Tech Lead**
Key Industries **: Healthcare, Manufacturing**
Major Customers**: Triamun AG, Ramco ERP (Discrete Production)**

Key Pointers:
- **Triamun AG- Offshore Project Leader**- Designed, developed and delivered of the Patient View module of Triamun healthcare suites.
- **Triamun AG, Basel, Switzerland Onsite Technical Leader -** As a Lead Developer, developed the point of sales integration module for Pharmacy sales systems.
- **Ramco Marshal ERP Suites-DP - developer** - Developed few critical components in Material Resource Planning for Discrete Production (DP) application. Reports development using Ramco Report Writer.

Significant Achievements

- **Modernizing Content Architecture and Platforms**: Leading the program delivery of Content and Platforms modernization for Education publishers and Media Publishers - Cognizant

- **Patented Content Transformation Framework** – One of the inventors of the patented solution "Automated approach for extracting intelligence, enriching and transforming content" for a leading US based legal Publisher - Infosys - https://patents.google.com/patent/US20140026033A1/en

- **Designed and developed a configurable, reusable web development platform** for Patient View modules. Reduced the development effort by 70%– Ramco Systems

Certifications

- ⏵ **CCPM** (Cognizant Certified Program Manager) – Cognizant sponsors this Certification by partnering with Duke Corporation for excelling in Program Management skills

- ⏵ **PMElite Certification** in Project Management – An Infosys internal certification.

- ⏵ **Other Certifications:** Publishing 101, Education Publishing 101, Basics of Banking

Scholastics

- ⏵ Bachelor of Engineering in Computer Science from I.R.T.T, Erode, Tamil Nadu, India (Affiliated to Bharadhiyar University, Coimbatore)