

Dipesh Narang

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Professional Synopsis

Business and Technology leader with more 16 + years of extensive experience in **Digital Transformation, Business Consulting & Analytics; Consultative Selling and delivering Data and Cloud Driven Digital Solutions** across multiple industries predominantly in **Energy & Utilities, Manufacturing & High Tech Vertical**.

Areas of Emphasis

Data Management & Advanced Analytics	<ul style="list-style-type: none">▪ Built and led globally distributed high performing teams to design, develop & market solutions and deliver services around data and digital technologies.▪ Accomplished management executive with deep expertise in the application of advanced analytics, AI/ML, business intelligence, data mining, and big data technologies in multiple industries.▪ Extensive experience in end-to-end information delivery with architecting and building data lakes, data warehousing, data modeling, data integration (ETL), data quality assessment and other related areas as a part of data engineering, data profiling, advance analytics and business intelligence.▪ Lead many large-scale Analytics programs on data democratization by setting up Data Lakes on cloud (Azure and AWS), and supported development of AI/ML led new approaches and methodologies to enable smarter decisions.
Delivery & P&L Management	<ul style="list-style-type: none">▪ Adept in P&L and people management responsibilities, with the ability to manage and grow the business through strategic clients by identifying new business models, capture opportunities arising from technology and data advancements, and develop innovative, forward-facing capabilities in Big Data and Analytics.▪ Analytics Practice leader with experience in the operational parameters like resource utilization, attrition, Gross Margin, competency mix, etc. and manage business growth effectively.▪ Demonstrated experience in cross-functional stakeholder management and alignment, solid program management skills, experience in client service orientation with the ability to influence client's decision-making journey, improving the overall client experience by providing a predictable service.
Digital Business Strategy	<ul style="list-style-type: none">▪ History of leveraging existing and New Know How (emerging digital) technologies, uncovering opportunities, and directing trailblazing strategies to improve operations, develop leading-edge products, and increase marketability for forward-moving companies.▪ Innovation evangelist with experience in conceptualization, development and management of various digital propositions/offerings/solutions and have flair to visualize prospect's requirements and propose solutions to target markets, develop Demos, PoCs, defining the go to market strategy, pro-active selling, implementation and delivery of these assets.

Experience Highlights

Brillio Technologies Pvt. Ltd (*Digital Transformation and Business Solutions Company*) **(Strategic Business Unit) SBU Head | Feb 2015-Apr 2020 | Bangalore**

- Led the Brillio Technology Consulting Group and established GTM strategy for digital solutions offerings across the practices for Energy & Utilities portfolio of accounts. Analyze business and technical customer requirements and creating collaterals and POVs for preparing sales pitches - commercials, solution designs to create winning value propositions.

- Spearheaded the change management team to integrate acquired Analytics Company **Marketelligent** to the overall Brillio's digital transformation vision.
- Established Energy & Utilities Analytics – Vertical practice at Brillio and provided leadership to create roadmap, business processes and strategy for AaaS/PaaS based business 'Big Data' analytics by merging Data engineering practice with Analytics practice capabilities brought it by acquisition of Marketelligent.
- Responsible for developing market requirements, business cases, user stories and proof of concepts for the development of digital solutions for key accounts of Energy & Utilities and other industries including descriptive, predictive & prescriptive analytics and defining go to market strategy, pro-active selling, implementation and delivery of these assets by involving cross-functional teams.
- As a delivery leader, currently mandated to grow revenues by identifying opportunities to scale existing projects, develop new solutions for the key strategic account in Energy & Utilities and Technology Vertical and drive productivity improvements and efficiency to enhance gross margins.
- Responsible for leading large-scale Analytics programs on data democratization by setting up **Data Lakes on cloud (Azure and AWS)**, and data monetization with advanced analytics services and support development of new approaches and methodologies to enable smarter decisions by businesses by driving adoption of **enterprise grade analytics**

Selected Accomplishments

- Established the Energy Utilities Vertical for Analytics practice from **zero dollar to 3.5 m USD** portfolio within span of 3 years.
- Drove growth through mix of strategies including innovation workshop and rapid prototyping to increase revenue generation in the existing portfolio of accounts across Energy Utilities and Strategic accounts in Media and technology vertical from **\$ 3 M portfolio to \$ 8.5M** with profit margin of **41% in last 2 years** with consistent improvement in C-Sat score.
- Defined and tracked metrics to achieve 110% goal attainment in revenue recognition, margin, cost, PLES and customer satisfaction for delivery and practice development effectiveness initiative since last 2 years.
- Built and managed the network of high-performance right sized team to meet the growth in portfolio of accounts and have championed to bring in the change in delivery model by bringing in more offshore capacity mix and hence improved the delivery margins.
- Conceptualized and created various advanced analytics accelerators like **Smart Meter Analytics Dashboard (SMAD)**, **Smart Asset Management solution (SAM)**, **Voice of Customer (VoC)**, **Data Lake on Cloud**, Recommendation engine for media content on Android TV Box based on customer profile and **Assessment Index for setting up Data Lake on cloud**.

Capgemini India Pvt. Ltd

Manager | July 2011-Feb 2015 | Bangalore

ROLE: *Worked in Centre of Excellence (CoE) for Smart Energy Services (SES) and Digital Utilities Transformation (DUT) in Energy & Utilities.*

Key Highlights:

- Managed the global sales funnel and securing successful sales by coaching and supporting local account teams for Energy & Utilities complex large deal outsourcing engagements in the areas of AMI implementation and Digital transformation of Utilities including consulting, program management and manage services.
- Analyze business and technical customer requirements and creating collaterals and POVs for preparing sales pitches - commercials, solution designs to create winning value propositions for large scale projects in smart metering and smart grid technologies.
- Developed assets (solution templates & accelerators) including development and re-use of offerings, processes, methods and tools, and best practice sharing to enable rapid project schedule ramp-up by utilizing our assets (solution templates & accelerators) in AMI implementation, CIS transformations, Utilities Customer Experience Platform, Building Energy Management Systems with smart building analytics to drive energy efficiency for businesses.
- Supported AMI implementation at one of the leading utilities in US by supporting in the creating the business architecture and test conditions to ensure requirements are translated in proposed

solution; overall responsible for presenting the final solution and coordinating for the overall acceptance test by business users for the final sign off.

Logica India Pvt. Ltd. (now CGI India Pvt. Ltd.)
2011 | Bangalore

Business Consultant | Dec 2008 – July

ROLE: *Domain and functional expert for supporting delivery enablement & pre-sales for Energy & Utilities engagements and part of core Global Innovation team to drive innovative solutions development within the vertical.*

Key Highlights

- **Lead functional consultant** for product development of **BfU(Business for Utilities)** suite, which is the most flexible system which can be used for Electricity, water and environmental services for Nordic Utility Market. It is a complete package solution for utilities which includes Customer Information System and Billing, Meter Data Management System (MDMS), Supplier Switching, Market Messaging & Balance Settlement, Customer Relationship Management etc.
- Built domain competency; created many reusable artifacts related to Logica's solutions and created domain training programs for various delivery teams regulated and deregulated electricity market structure and updated team on various upcoming concepts and technologies in Electricity market like smart metering, smart grid, sustainability etc.
- Conceptualized and developed BI tool (Global Innovation Proposition: **Emerald**) on SaaS model to assess carbon footprints based on Life Cycle Analysis (LCA) approach for FMCG products.

ICRA Management Consulting Services Limited (IMaCS) *(Leading Management Consulting and Analytics firm)*

Sr. Analyst | Feb 2007 – Nov 2008 | Mumbai

ROLE: *Sr. Analyst, responsible for business development and executing advisory assignments in area of policy advocacy, regulatory compliance, strategic planning and transaction advisory services to various stakeholders in the Power sector.*

Key Highlights

- Assisted various state and private Generation, Transmission and Distribution utilities in India for filing tariff petitions to the respective State Regulators under **the Multi-Year Tariff (MYT) Framework**.
- Provided advisory services to various State Regulators, Utilities and private enterprises on various regulatory and strategy assignments.

BSES Rajdhani Power Ltd. *(One of the world's largest Electricity Distribution Company, A Joint Venture of Reliance Infrastructure Ltd. & Govt. of NCT of Delhi)*

Officer | Feb 2004 – Jan 2007 | New Delhi

ROLE: *Business Manager in electricity distribution utility responsible for managing the entire meter to cash process; revenue and recovery; customer operations and related resources at circle level.*

Key Highlights

- Led commercial operations and reorganization of electricity distribution utility at circle level in line with Power Sector Reforms for improving operational efficiencies, minimizing AT & C Loss and enhancing customer satisfaction.
- Lead the **Customer Care and Billing A&D Team (Analysis and Design)**. Worked directly with the Revenue Management, Customer Care, Marketing, Accounting and Regulatory Service Lines to define internal business requirements, determine solutions, and define scope for future CIS enhancements.

Academia

2004: MBA from **National Power Training Institute (NPTI)** (**Ministry of Power** accredited specialized Management Program in **Power Management** for Engineers)

2000: B-Tech (Electrical Engineering) from JMIT Radaur, **Kurukshetra University**.