

Executive Management: Operations, Product Development and Strategic Planning

Information Technology Management | Customer Service | Leadership

PROFESSIONAL SUMMARY

- Respected management professional offering 20 years of entrepreneurial experience in managing technology based organizations with focus on energy, engineering, healthcare and financial industry
- Proved track record of leading BI programs and establishing data governance, master data management and data delivery roadmaps through centers of excellence
- Driven to ensure organizational goals are achieved using best practices without compromising the quality of services and products.
- Capable of realizing full organizational capabilities in matrix and cross-functional organization
- Proved track record in transforming strategic plans into workable solutions to meet performance benchmarks against key operational targets/goals.

PROFESSIONAL EXPERIENCE

CALBRION INFOTECH, PUNE, INDIA

2015 TILL DATE

Co-Founder and Director—Calibrion Infotech specializes in providing technology solutions in the areas of workflow automation (process automation) and logistics. These solutions are designed to integrate with existing custom and off-the-shelf ERP and planning solutions. We cater to two customer groups namely Mid-Size high growth industries and professional/social communities in India and internationally. For the mid-sized businesses we provide frameworks to help with industrial automation and extend the concept to Internet of Everything (IOE/IOT). From engineering process to internal compliances processes and records management Calibrion offer services and products that suit the dynamic needs of growing business.

NYISO - NEW YORK INDEPENDENT SYSTEMS OPERATOR, INC.—Rensselaer, NY

2011 – 2015

Manager Business Intelligence Technologies and Products—Managed and lead operations, planning and governance for Business Intelligence practice and departmental operations. Responsible of designing and implementing BI roadmaps including data analytics and visualizations.

NYISO administers markets for the wholesale electricity industry and runs the entire wholesale electricity grid for the State of New York. The company uses efficient market designs to cater to day-ahead and real time electricity trading market. As part of the market design it also provides other products like capacity markets, regulation movement, demand-response while providing power reliability services to the State of New York.

As a BI manager lead cross functional teams with \$1.2 million in annual payroll and managed \$3 million in annual IT assets. Effectively managed vendor relationships with IBM, SAP, SAS, Informatca and Orade including licensing, auditing and contract negotiations. Successfully navigated the matrix organization culture and communicated effectively across departments, government agencies and stakeholders.

Continued...

Actively contributed in leadership development programs and lead the creation of development plan and succession plans.

Accomplishments:

- Implemented Data Delivery IT Strategy for the NYISO
- Increased productivity and efficiency of teams by way of cross training and succession planning.
- Mentored and coached in Leadership and management areas
- Spearheaded the development of a 3 year Business Intelligence Road map
- Consolidated systems to reduce the annual cost of ownership of IT by \$1 million
- Championed implementation of BI technologies like Informatica Power Center, Oracle Warehouse Builder and SAP Business Objects
- Managed product plans and product life cycles for a suite of eight BI products.

NTT DATA (FORMERLY KEANE, INC.)—ALBANY, NY 2002–2011

PROJECT AND SERVICE DELIVERY MANAGER—Responsible for \$13M in annual revenues deriving from large-scale technology projects in finance, pharmacy, and billing domains. Motivated and lead cross-functional team of 8 direct, and 3 indirect reports.

Executed wide latitude to guide C-level leadership team on best practices in process improvement and help leverage standardized technologies. Participated in Service Oriented Architecture (SOA) workgroups.

Accomplishments:

- **"Excellence in Execution Award"** for raising client reporting efficiency with new auditing/compliance systems.
- Cited repeatedly for outstanding client satisfaction ratings and excellence in team management.
- Procured \$2M in new projects while working closely with the sales team over 36 months.
- Generated \$6M+ revenue and strengthened client relations as leader for 5 major implementations.
- Managed Product life cycles for four different product suites
- Steered and managed the design and development of web based solution stack with exceptional customer support service levels.

PROLIANT CONSULTING—ALBANY, NY 2001–2002

PROJECT MANAGER AND TECHNICAL LEAD, BANKING & MORTGAGE SYSTEMS—Implemented a variety of document management and workflow IT solutions, managing a team of 11 reports (including 6 direct reports) to leverage efficiencies in logistics and inventory management.

Accomplishments:

- Managed international collaboration between teams stationed in the UK, New York, and Florida.
- Lead new vendor partnerships to create an extended team and facilitate joint design/development.

EARLY CAREER 1997 - 2001

Obtained extensive expertise in data warehousing as an analyst at Russell Reynolds Inc and as a project lead at Onward Technologies developing international financial applications and foreign exchange applications for multiple banking institutions.

ACADEMIC AND COACHING EXPERIENCE

Visiting Faculty – Web design and development (Bryant and Stratton College) - 6 months

Corporate Training –

Architecture and Software Design patterns (NTT Data) – 3 months

Management Mentoring and Leadership Development (NYISO) - 1 year

Sports Management and Coaching

Tennis management and coaching for kids and adults – 5 years

AREAS OF ACADEMIC INTEREST

Information Management, Leadership and Management, Data Delivery and Master Data Management, Business Intelligence in niche industries like Energy, Utilities and Healthcare.

EDUCATION AND PROFESSIONAL DEVELOPMENT

MBA, New Venture Development; SUNY Albany, NY, USA •
Bachelor of Engineering, Electronics & Telecommunication; University of Mumbai
Certified Six Sigma Green Belt • American Society of Quality. **ITIL V3** Foundation Certification

TECHNICAL REPERTOIRE

Data Processing and Analysis: IBM Netezza • Oracle • SQL Server • Hadoop

Business Intelligence Tools: Informatica Power Center, Oracle Warehouse Builder, Hyperion • SAP Business Objects

Development: SOA • XML • XML/XSL • .NET Framework

IT Service Management: SharePoint • HP Service Manager • HP Quality Center and ALM suite

LIFE PASSIONS: Toastmasters Competent Communicator (CC), Under 13 Tennis Instructor, Under 9 assistant baseball coach, volunteering in soup kitchen, Mentoring teens on leadership and public speaking

Professional Associations: American Society of Quality (ASQ), Project Management Institute (PMI), United States Tennis Association USTA (Life member), Professional Tennis Registry (PTR)