

SAUMYA DAS

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TRANSFORMATIONAL LEADER • VISIONARY

DRIVING STRATEGIC BETS FOR COGNITIVE DIGITAL ENTERPRISES

Saumya Das is a multi-talented and award-winning executive leader with substantial expertise in business strategy, global sales, value advisory, digital transformation, customer experience (CX) solutions, technical products, enterprise systems, and growth strategies with over \$1B annual P&L, driving a larger shared value for Fortune 100 businesses. He has a proven history of over 20 years offering enterprise digital solutions, delivering a fresh perspective to solve complex business problems using innovative ideas and sound decision-making skills while quickly influencing others, building and leading high-performance teams that meet and exceed business goals. He is an award-winning thought leader with demonstrated operational excellence, sales and business development acumen, optimizing IT

“Saumya’s strong management skills coupled with his business acumen and “team building” approaches are key to the results achieved. His experience is evident in how he guides the team through the challenges encountered and how he remains calm in the face of chaos. Saumya’s communications skills are also important in keeping everyone focused on the same objectives, in the same manner and sharing in a sense of accomplishment. He demands high quality results from his team and is able to achieve them in a collaborative way while also maintaining high morale. I recognize Saumya as a highly motivated, dedicated, passionate and focused leader. He has the ability to lead diverse and distributed teams through complex business issues and consistently deliver results on schedule. I have seen him as an effective communicator during interaction with clients, with project teams and during sales proposals.”

-Alan Heintzelman, Business & IT Executive

investments, and ushering process improvements. He has a keen aptitude for establishing lasting relationships working with strategic clients, C-level peers, and partner ecosystem to formulate Go-To-Market strategy for new growth platforms.

Throughout his progressive career, Saumya Das has achieved all revenue and profitability goals, while adhering to organizational standards. Delivering best-in-class services to elevate customer satisfaction, building sustainable operations with growing profits and stakeholder value.

Saumya Das has a well-proven history of providing effective strategic operations leadership, overseeing business functions to ensure best performance. He is an accomplished change agent with success in improving operations by developing and implementing innovative processes, programs and strategies.

He consistently delivers positive results in challenging and highly competitive industries. He continually demonstrates an unwavering commitment to excellence in developing and delivering innovative enterprise-level operations programs.

Saumya Das provides a vast array of executive operations leadership expertise including:

- **Delivering insights-driven digital solutions for improved customer experience (CX), including \$100M annual savings, a 46% increase in customer engagement, & a 36% increase in customer satisfaction.**
- **Fostering innovative solutions as cloud pioneer with the experience of creating IBM’s Gov Cloud business generating over \$1.7B revenue.**
- **Boosting sales growth by over 40% Y-O-Y for ten consecutive years.**
- **Pursuing key client sales over \$20B while building cross-industry value-added propositions of \$4B annual sales pipeline.**
- **Reorganizing sales operations to increase win ratio from 40% to more than 70%.**
- **Executing a \$70M transformational digitization of Disability Claims Processing at US SSA using predictive analytics and AI to reduce average claims adjudication time by 13%.**

EXPERIENCE



Awah Ventures



StartUpNV

Founder | CEO | Advisor | Mentor

In his most recent entrepreneurial role as Advisor and Mentor, Saumya Das launched a new entrepreneurial initiative to promote startup ecosystems, support ideas to change lives worldwide, mentor entrepreneurs, and serve as a consultative guide for new ventures to produce high-growth companies. He performs foster-investing as part of a community to make an impact. He has served as an angel investor, investing in the startup of 12 companies to date.



Wipro, USA

Head of Cloud Strategy, Solutions and Sales; Chief Growth Officer, General Manager – Americas

Prior to breaking out on his own, Saumya was the Head of Cloud Strategy, Solutions & Sales; Chief Growth Officer, General Manager – Americas, for Wipro, where he was onboarded to lead Cloud as Wipro's strategic Big Bet across the Americas and for thought leadership in cognitive digital enablement throughout financial services, healthcare, consumer, retail, manufacturing, and government services. Managed a C-level strategic cloud value advisory portfolio, solution delivery, GTM strategy, partner alliances, and analyst relations. A driver for the confluence of AI and Data Analytics on Cloud for the next generation of service transformations, powered by cloud-native (microservices, Kubernetes & containerization) application modernization, analytics, AI & ML, and cloud management, for the public, private, and data center operations.

"Saumya has all of the positive attributes that a customer would want in a Service Industry Executive at IBM Global Services.

Saumya is knowledgeable, detail oriented and a pleasure to work with. He is customer focused and delivers what he commits to."

-Chris Robinson, Director of NA Strategic Partnerships

He maximized and increased recurring revenues for Fortune 100 clients to 94% and as-a-service revenues to 17%. Saumya spearheaded new cloud services offerings, internal awareness on cloud capabilities, and presented "cloud for business" themes to each large account C-level leadership team. He additionally, led increased profits with M&A acquisitions for a \$500M SaaS business (Appirio), divestiture of \$405M hosted data center services business (to Ensono), and integration of \$460M HealthPlan Services as core BPaaS. To stay competitive, presented a plan to have SaaS and BPaaS services offerings in the portfolio.

Saumya Das was highly instrumental as a Brand Evangelist, driving analysts' relationship strategy and spearheading strategic marketing to propel Wipro to leadership (Gartner, Everest, IDC, & Constellation). He invited the leading analyst firms and organized Analyst Day, showcasing Wipro's cloud capabilities and spectacular case studies from top clients in each industry.

As the Value Creator & Growth Catalyst – He served in the Executive Council as Cloud Innovation Officer to guide futuristic services such as Wipro Holmes AI/ML as a Service, Blockchain as a Service, Autonomous Cloud, and DevOps to NoOps.

He challenged service lines with growth and engaged C-level peers at strategic clients doubling the cloud services revenue to \$1.6B with 40% Y-O-Y revenue growth. He built a new Cloud business unit, prepared solution offerings as competitive differentiators, and crafted a strong GTM strategy developed on the theme **'cloud as a platform, Data as the new oil, and AI-ML as the accelerators'** for building new cognitive digital enterprises.



IBM Corporation, USA

Chief Cloud Officer and Global Business Services Head – Gov Cloud

From 2003 to 2017, Saumya Das served in many progressive roles with IBM, including his role as the Chief Cloud Officer and GBS Head for Gov Cloud from 2015 to 2017. He was engaged for the role for his strong vision to win untapped Federal Cloud market, \$20B by 2020, delivering Gov Consulting Services. He authored growth success, steering key strategic initiatives essential for achieving rapid growth. He additionally initiated organic and profitable, high growth platforms using Watson AI driven digital cloud as competitive asset. With \$600M+ Gov Cloud revenue and over 1000 employees in the organization, provided managed business services delivery.

Saumya demonstrated market-winning growth strategies & segmentations with a \$1B win at the US Department of Interior, generating a \$100M annual savings including multiple digital offerings fueled with analytics and AI. He designed an innovative contracting vehicle that enabled a rapid cloud adoption across the US Federal government.

He established a Managed Services model for rapid Cloud transformations. Key Achievements from this, include: \$219M Watson (AI) as a Service for Defense & Intelligence Community; \$178M Virtual Data Center, and \$37M Fraud Analytics & Unified Case Management System for Centers for Medicare and Medicaid Services (CMS); \$320M for Defense Commissary Agency's POS & RPA; and a \$79M Health IT for Defense Health Agency.

Saumya collaboratively executed cross-brand IBM and third-party components for a \$30M AI on cloud based innovative cognitive Solution as a Service (cSaaS) for US Department of Agriculture.

Head of IBM Cloud Solutions, Go-to-Market and Sales – Public Sector

From 2011 to 2015 he was the Head of IBM Cloud Solutions and Go-to-Market for Public Sector. He was promoted for his strong precedent in establishing, driving, and delivering new revenue for IBM. The Go-To-Market leader identified large, untapped markets for shared services and slowly maturing markets for hybrid cloud consulting.

Saumya Das was highly adept in setting up a new practice for Managed Services for Government slashing \$4.5M in annual operational costs and scaling to \$240M annual services revenue with over 500 practitioners. He effectively led the setup of the managed shared services delivery center offering a Managed Contact Center and later added PMO services for clients.

Through demonstrated business acumen and industry insight, Saumya Das was fondly known as a Cloud Pioneer. He Won and led IBM's first Cloud transformation program in 2011 with a \$25M scope for US Department of Defense – Air Force (supporting over 700,000 USAF personnel globally) moving Enterprise Information Systems to cloud and exceeding all SLAs. Leased a property and set up a data center to host the enterprise systems collaboratively with DISA to get ATO. He guided his team for IBM's first cloud (a DoD cloud offering) with Impact Level 2-5 certifications.

Chief Customer Experience Officer, Global Head of Partner Alliances – Government & Healthcare

From 2009 to 2011, Saumya Das served as Chief Customer Experience Officer and Global Head of Partner Alliances for Government & Healthcare, appointed as a thought leader for Smarter Contact Center based on predictive analytics. He advocated improving customer experiences with Voice of the Customer while establishing new business relationships with industry-leading firms, directing synergistic alliance strategy, growing partner ecosystem, and creating best-of-breed insights-driven innovative contact center solutions for clients.

He slashed startup costs by 35% and ongoing maintenance costs by 60%, as the Market Advisor for the innovative Smart Health Benefit Exchange. He additionally oversaw integrated offerings increasing revenue by \$70M as Alliance Head for SugarCRM – North America, Pega – Healthcare, and Oracle RightNow – Federal.

He is noted for the launch of AppleCare for Federal in 2014 generating \$40M revenue, as part of a Managed Contact Center to support IBM-Apple partnership and IBM MobileFirst solutions aligned to government's BYOD initiative. Served as Alliance Heads for SugarCRM – North America, Pega – Healthcare, and Oracle RightNow – Federal overseeing integrated offerings. Collaborated in the creation of domain-specific tools and accelerators to facilitate the creation of customer stickiness.

Business Sales and Delivery Executive – Digital Transformation

Moved to the public sector as a digital modernization, contact center and case management expert to drive IBM program profitability, delivery excellence, and provided execution oversight to multiple large programs.

He achieved the bid win and successfully delivered a \$70M digitization of Disability Claims Processing at US SSA fused with AI predictive modeling, improving the average adjudication time of more than 3M annual disability claims by 13%.

Reduced processing time by 30 days (20%), leading with full P&L responsibility for the \$55M New York City Housing Authority, including 300+ consultants onsite and two global delivery centers.

“Saumya is a thought leader for both the Public Sector and CRM. His efforts allowed our practice area within IBM to dramatically grow its business by fostering long-lasting relationships with our clients.”

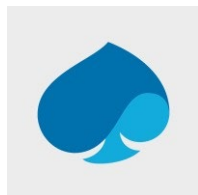
-Michael Wang, Director of Solutions Architecture

Program Manager, Solution Architect, Capture Manager

Chosen for his expertise in managing complex Customer Experience (CX) and Business Intelligence initiatives, Saumya led bids, program delivery and grew IBM business with existing and new client captures.

He effectively produced \$90M in savings and a 20% reduction in medical cost per member, directing the global portfolio with \$40M+ program delivery, including application modernization, data warehouse, and analytics at Aetna within the Medicare Modernization Act and Pharmacy domains, operating from five international locations.

Saumya was successful in the expansion of IBM's annual revenue by over \$6M at TIAA-CREF with CX and data transformations. He executed \$100M in successful capture pursuit at Cigna and led the program at Cuna Mutual, reducing customization from 85% to 25% and increased user adoption from 40% to 80% infused with customer insights.



Capgemini, USA

Project Manager, Solution Architect, Proposal Manager

From 1999 to 2003, as Project Manager, Solution Architect and Proposal Manager, Saumya Das was recruited to spearhead CX business and lead data analytics for customer experience transformations.

Saumya created enterprise architecture to integrate new CRM system with legacy systems at PNC Bank.

He additionally, built Claims Management System for AIG, Contact Center solution for CompUSA, and designed Customer Experience Solutions for Guardian Life and Citibank.

In his earlier career with **Tata Consulting Services**, Saumya Das held progressive roles including **Product Lead, Client Relationship & Implementation Head**.

EDUCATION

As a foundation of his impressive history of significant accomplishments, Saumya Das holds a Master of Business Administration (MBA) Degree with Honors earned at Virginia Tech, Pamplin College of Business. His Bachelor of Engineering (BE) Degree in Computer Science & Engineering was granted at the National Institute of Technology, graduating with Honors.

HONORS & AWARDS

IBM Service Excellence Award | IBM Eminence and Excellence Award | Aetna Healthcare Excellence Award | Make a Difference Award | Beta Gamma Sigma | Phi Kappa Phi

Keynote Speaker – Various forums, including Global Government Innovation Conference, APAC One Voice, and Information Week Executive Forum

VOLUNTEER EXPERIENCE

Member – Forbes Technology Council

Member, Northern Virginia Technology Council (NVTC)

Sanskriti Inc. – Member of Executive Board

Category Judge at Regional Science Fair, Loudoun County Public Schools

PUBLICATION

Cloud for Business – Enabling Smart Future - 2018

Cloud Computing and Healthcare - 2013

Optimizing Today's Contact Centers - 2011

Social Services Industry: Disability Benefits – 2011

Smart Work: Leveraging Advanced Case Management for Citizen Service Transform – 2010

Saumya Das currently lives with his family in the Greater Washington DC metro area where he enjoys Golf, Performing Arts-Theatre, and Community Giveback.