
EXECUTIVE SUMMARY

Chief Executive Officer | Chief Growth Officer | Chief Information Officer

Visionary and a pioneer in cognitive digital customer experience in **government, healthcare and financial services**. An **influencer, growth catalyst** and **strategic leader** with substantial expertise in business strategy, global sales, value advisory, digital transformation and growth initiatives with **over \$1B annual P&L**, driving a larger shared value for Fortune 100 businesses. Proven history of over 20 years offering cross-industry enterprise digital solutions, delivering a fresh perspective to solve complex business problems using innovative ideas and sound decision-making skills, building and leading high-performance teams that meet and exceed business goals. An award-winning thought leader with demonstrated operational excellence, sales and business development acumen, optimizing investments, and ushering process improvements. Keen aptitude for forging lasting **C-level relationships**, collaborating with strategic clients, and partner ecosystem to formulate **Go-To-Market strategy for new growth platforms**.

Significant value add includes:

- **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%.**

Honors & AwardsIBM Service Excellence Award
IBM Eminence and Excellence Award
Aetna Healthcare Excellence AwardUS Presidential Lifetime Achievement Award
Make a Difference Award
Beta Gamma Sigma/ Phi Kappa Phi

Areas Of Expertise

Strategic Thinker | Transformational | Cognitive Flexibility | Ability to Influence | Critical Thinking | Collaboration | Growth Mindset | Digital | Cloud Pioneer | Cross-functional Team Building | Artificial Intelligence | Machine Learning | Contact Center Operations | Corporate Partnerships | GTM | Service Orientation & Implementation | Program Management | Financial Planning | Productivity Improvements | P&L | Change Management | Product Development | Customer Experience (CX) | Global Business Operations | Shared Services | Strategic Alliances | Technology Roadmaps | EBITDA | Stakeholders ROI | Articulate Communication | Self-Motivated | Security Clearance | Risk Management

PROFESSIONAL EXPERIENCE | KEY ACHIEVEMENTS

Awah Ventures, USA
President & CEO**Jan 2021 | Present**

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. Foster investing as part of a community to make an impact.

- **Acting as an angel investor for 12 startups to date.** Conducted thorough due diligence of a plethora of startup ventures to identify the most meaningful and impactful ones.

Wipro, USA**Chief Growth Officer, General Manager – Americas****Oct 2017 | Dec 2020**

Brought onboard to lead Cloud as Wipro's strategic Big Bet across Americas and for thought leadership in cognitive digital enablement throughout financial services, healthcare, consumer, retail, manufacturing, and government

services. **Built the new \$1.6B cloud services business.** Managed a C-level strategic relationships, GTM strategy, sales, partner alliances, analyst relations, solution delivery. A driver for the confluence of AI and Data Analytics on Cloud for the next generation of service transformations, powered by cloud-native application modernization, analytics, AI & ML, cloud infrastructure, and data center IT operations.

- **Maximized and increased recurring revenues from Fortune 100 clients to 94% and as-a-service revenues to 17%.** Implemented new cloud based digital services offerings, internal awareness on cloud capabilities, and presented "cloud for business" themes to each large account C-level leadership team.
- **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 best practice plan to have SaaS and BPaaS services offerings in the portfolio. Created the M&A business case boosting margins after the successful restructuring.
- **As a Brand Evangelist, drove analysts' relationship strategy and spearheaded strategic marketing to propel Wipro to leadership (Gartner, Everest, IDC, & Constellation) quadrant.** Invited the leading analyst firms and organized Analyst Day, showcasing Wipro's cloud capabilities and spectacular case studies from top clients in each industry.
- **Value Creator & Business Growth Catalyst – Served in the Executive Council** to guide futuristic services such as Wipro Holmes AI-ML as a Service, Blockchain as a Service, Autonomous Cloud, and DevOps to NoOps.
- **Challenged service lines with growth and engaged C-level peers at strategic clients doubling the cloud services revenue with 40% Y-O-Y revenue growth.** Built a new Cloud business unit, prepared solution offerings as competitive differentiators, and implemented a strong GTM strategy based on the theme '**Cloud as a platform, Data as the new oil, and AI-ML as the accelerators**' for building new cognitive digital strategy.

IBM Corporation, USA

Chief Cloud Officer, Global Cloud Services Head – Government

Sep 2015 | Oct 2017

Engaged for vision to win untapped Federal Cloud market, \$20B by 2020, delivering Gov Consulting Services. Authored growth success, steering key strategic initiatives essential for achieving rapid growth. 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.

- **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. Designed innovative contracting vehicle that enabled a **rapid cloud adoption across the US Federal government.**
- **Established a Managed Services for rapid Cloud transformations. Key achievements 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 Point of Sale (PoS) & Robotic Process Automation (RPA)**
 - **\$79M Health IT for Defense Health Agency (DHA).**
- Collaboratively executed cross-brand IBM and third-party solution strategy 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 & Sales – Public Sector

Aug 2011 | Aug 2015

Promoted for strong precedent in establishing, driving, and delivering new revenue for IBM. As Go-To-Market leader, identified large, untapped markets for shared services and slowly maturing markets for hybrid cloud consulting.

- **Established 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.** Set up a managed shared service delivery center offering a Managed Contact Center and later added PMO services for clients.
- **Known as a Cloud Pioneer – 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 along with technical strategy collaborative with DISA to get ATO.
 - Guided the software engineers' teamwork for IBM's first cloud (DoD) with Impact Level 2-5 certifications.

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

Oct 2009 | Jul 2011

Appointed as a thought leader for Smarter Contact Center based on predictive analytics. Advocated improving customer experience through **Voice of the Customer** while setting up 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.

- **Slashed cost for startup by 35% & maintenance by 60%**, for the **Smart Health Benefit Exchange**.
- **Oversaw integrated offerings increasing revenue by \$170M as Alliance Head for SugarCRM – North America, Pega – Healthcare, Salesforce – Public Sector, and Oracle RightNow – Federal**. Collaborated in the creation of domain specification tools and accelerators.
- **Launched AppleCare for Federal 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.

Business Sales and Delivery Executive, Digital Transformation – Gov & Fed Health Jun 2008 | Jun 2011

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

- **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**.

Program Manager, Chief Architect, Capture Manager

Aug 2003 | Jun 2008

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

- Produced \$90M in savings and a 20% reduction in medical cost per member, directing the global portfolio with **\$40M+ program delivery**, including application development modernization, data warehouse, and analytics at **Aetna within the Medicare Modernization Act and Pharmacy domains, operating from five international locations**.
- **Expanded IBM's annual revenue by over \$6M at TIAA-CREF with CX and data transformations**.
- **Executed \$100M in successful capture pursuit at Cigna for modernizing IT operations**.
- **Led the program at Cuna Mutual**, reducing customization from 85% to 25% and increased user experience adoption from 40% to 80% infused with customer insights.

Capgemini, USA

Project Manager, Solution Architect, Proposal Manager

Jan 1999 | Jul 2003

Recruited to spearhead CRM business and lead data analytics for customer experience transformations.

- **Created enterprise architecture to integrate new CRM system with legacy systems at PNC Bank**.
- **Built Claims Management System for AIG, Contact Center solution for CompUSA**
- **Designed Customer Experience Solutions for Guardian Life and Citibank**.

Early Career: Product Lead, Client Relationship & Implementation Head – Tata Consulting Services

EDUCATION

Master of Business Administration (MBA) | Honors | Virginia Tech, Pamplin College of Business

Bachelor of Engineering (BE) | Computer Science & Engineering | Honors | National Institute of Technology

CE: International Business Residency – Brazil & Chile

CORE COMPETENCIES

Key Attributes | Skills Acumen: Analytical Skills, Accounting, Account Strategy, Business Intelligence, B2B, C-Level Relationship Management, Corporate Partnerships, Cross-Functional Teams Synergy, Continuous Improvement, Customer Relationship Management, Databases, Quality, Employee Development, Ethics, Integrity, Global Growth Strategies, Executive Presentations, Finance, Forecasting, Government & Defense Contracting, Healthcare, Banking, Financial Services, Hardware, Interface, Enterprise Software, Infrastructure, Information Technology, Key Accounts, KPIs, Key Performance Indicators, Market Expansion, Marketing Alliances, Metrics, Modelling, Optimization, New Service Introductions, Organizational Skills Development, Positioning, Process Improvements, Product Development, Process Management, Program Management, Project Management, Publications, Public Speaking, QA Quality Assurance, PCI DSS, HIPPA, NIST, FedRAMP, GDPR Compliance, Recommendations, Reporting, Recruiting, Research, Issue Resolution, Testing, Test Plan, Training, Relationship Management, Sales Management

Technology: AWS, Azure, Google Cloud (GCP), IBM Cloud, RedHat OpenShift, IBM Watson, VMware Tanzu, Salesforce, SaaS Solutions, Snowflake, Pivotal Cloud Foundry, DevOps, Security, Information Assurance, ITSM, DevSecOps, GitHub, Jenkins, Jira, Drupal, NoSQL, Oracle, MongoDB, Big Data, Machine Learning (ML), PaaS, SaaS, Contact Center, Managed Services, Case Management, IaaS, CRM, Data Center Hosting, Firewall, SQL Server, SAP, Web Technologies, Social Media Platforms, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, MS Windows, MS Office, Linux, Lean, Java, SDLC, Agile
