

EDUCATION

- University of Connecticut School of Business, Storrs, CT** Expected: May 2013
Master of Business Administration (MBA)
- Concentration: Management Information System
 - Graduate Assistantship awarded based on merit
 - President - MBA Healthcare Society
- University of Kerala, College of Engineering, Thiruvananthapuram, India** Graduated: Jan 1999
Master of Computer Applications
- Concentration: Computer Applications, Information Systems
 - Ranked first in the university upon graduation
- University of Kerala, University College, Thiruvananthapuram, India** Graduated: June 1995
Bachelor of Science, Physics

EXPERIENCE

- Tata Consultancy Services (www.tcs.com)** 1999 – 2010
Business Relationship Manager - HFM US, Time Inc., Praxair Inc. (2006 – 2010) **New York, NY**
- Manage client relationships in manufacturing, media & information domains with annual P&L responsibility of USD 4M
 - Collaborated with TCS solutions team to develop cost effective and efficient solutions for customer problems
 - Presented recommendations for business process improvements to client management team
 - Conducted project audits and recommended solution to client and TCS management for projects in crisis
- Delivery Manager - Wolters Kluwer Financial Services (2005 – 2006)* **St Cloud, MN**
- Responsible for overall delivery of IT projects and managing contract compliance with Client Program Director
 - Managed six TCS Project Managers, reviewing project plans and project statuses
 - Collaborated with Account Manager at offshore delivery location in India to ensure project plan compliance
 - Conducted periodic review meetings with client program director and VP of business to review program status
- Account Manager – Wolters Kluwer Financial Services (2004 – 2005)* **Bangalore, India**
- Instrumental in setting up the Offshore development center for a 40 member team
 - Hired, trained and reviewed over 40 employees for various client projects
 - Developed innovative solutions to client proposals resulting in additional business for TCS worth USD 3M over its lifetime
 - Mentored and oversaw team on Six Sigma projects resulting in annual savings of USD 20,000 for the customer
- Project Manager – Nu Design Medical Technologies, Inc. (2004 – 2004)* **Minneapolis, MN**
- Conduct interviews with Radiologists to elicit requirements for a Mammography Operations Management System
 - Worked with design team to create prototype of the web system and high level design
- Project Manager – General Electric (2002 – 2004)* **New Haven, CT**
- Coordinated with offshore Project Manager to ensure timely error free deliverables
 - Executed and mentored Six Sigma projects that resulted in USD 75,000 savings annually
 - Planned and executed training programs on People Capability Maturity Model (PCMM) & Six Sigma for TCS team
- Analyst Programmer – General Electric (2000 – 2002)* **New Haven, CT**
- Designed and coded key modules of a Knowledge Management system used companywide across the globe in GE
 - Designed and coded the first speech enabled application to be rolled out in General Electric
- Programmer – TCS Microsoft Solutions Group (1999 – 2000)* **Pune, India**
- Designed and coded a Bill Presentment and Payment E-commerce solution using Microsoft Commerce Server
 - Conducted trainings for employees across other TCS offices and demonstrated prototypes at sales events

ADDITIONAL INFORMATION

- Certified PMP since 2005 by Project Management Institute (www.pmi.org)
- Six Sigma Black Belt certified by TCS Six Sigma body in Sep 2003
- Six Sigma Green Belt certified by TCS Six Sigma body in Nov 2002
- Languages: English, Hindi, Malayalam