

PROFESSIONAL SNAPSHOT

- *Global Business Leader.* Convergys Corporation - managed their US\$ 100 million business portfolio. Global Product Lead at Amdocs - CAGR of 60%.
- *Entrepreneur.* Founder / CEO of eCommerce business - envisioned shift in retail to digital, ahead of market leaders today. Founding General Manager, CSC India - brought CSC to India. Angel / Mentor for startups.

WORK

_dyrupt, 10/2009 -
Angel, Mentor

5 ventures. One exit - after expansion into Middle East, and revenue crossed US\$ 100 mn. One - enterprise collaboration platform, pilot deployed at Fortune 100 telco. Three - in various stages of their lifecycle.

SyberPlace E Solutions P Ltd, 08/2007 - 12/2016, Hyderabad, India
Customer Care Associate and CEO, Founder

Envisioned shift in retail to digital ahead of market leaders - developed a business that sustained for 10 years

Cost of buying traffic 40% compared to Amazon, while competing with them for Top 3 Advertiser slots - 100,000 daily visitors. 6x6 Customer Lifetime Value (CLTV) matrix. Page load time similar to Amazon. Customer abandons reduced by 80%. Intelligent targeted communication - reduced calls by 65%. Conversion rate improved to 1% and cost of customer acquisition reduced to 6% of selling price.

Digital Fellowship - for 100+ high caliber entrepreneurs from IITs and IIMs - leveraging The SyberPlace Way, a comprehensive performance management framework

Convergys Corporation, 07/2004 - 07/2007, Hyderabad, India / Cincinnati, US
Services Business Leader, North America

Product Management. Development through Delivery. Client Success. Engage with business organizations and IT at Sprint, Cox, Time Warner, Charter; and, other telcos

CAGR of 50%, over 2 years - growing from US\$ 45 mn to US\$ 100 mn

Manager as Coach transformation - rated 4.76 / 5 in coaching index, highest globally. Attrition below 4% compared to industry's 20%.

T-Mobile, 02/2003 - 05/2004, Seattle, WA / San Francisco, CA, US
Advisor to Chief Information Officer

Solution Architecture - Scalability of billing solution to sustain multi-fold increase in subscriber base. Roll out Digital Messaging, with teams across 6 time zones.

Transactional analysis - reducing transition timelines by 30-40%, and consequent cost savings of 15-20%

Amdocs, Inc., 07/1998 - 01/2003, Cyprus / KS, US
Director of Global Invoicing Solutions

Professional services to 27 national telecom operators across Europe and North Americas. Enhance value of product that got business wins from British Telecom, AT&T, VimpleCom Russia, Sprint-Nextel, Vodafone and T-Mobile.

CAGR of 60%, over 3 years - growing from US\$ 8 mn to US\$ 35 mn

CSC, Inc., 11/1996 - 06/1998, Indore, India
General Manager, India

Establish offshore software development - deliver IBM technology solutions to P&C insurance clients, globally. India data centre. Personnel policies. Brand CSC in India to recruit. Global project management methods.

US\$ 8 mn in first year, from clients in UK, South Africa, Nordics, Australia, and US

MP Financial Corporation, 11/1992 - 11/1996, Indore, India
CIO, Observer on MPFC Board

Technology-driven transformation across multiple functions - tracking workflow to improve efficiency, freeing up resources for new offerings, and identify opportunities for repeat business. CAGR of 25% in annual revenues, for 4 years.

Approved investments in electronics companies and serve on their Board

Investment Corporation of UP, 03/1988 - 11/1992, Lucknow, India
Manager, IT

Client / server enterprise network and enterprise workflow - 200% increase in annual revenues without increasing costs

Analyse investment proposals in electronics companies and serve on their Board

Uptron India Ltd., 05/1985 - 03/1988, Lucknow, India
Senior Engineer, Technology Development

Develop real-time applications for data acquisition systems in process industry and power plants

EDUCATION

1985 Master's, Computer Science and Engineering, IIT Roorkee, *UGC Fellow*

1983 Bachelor's, Electronics and Communications Engineering, IIT Roorkee, *Merit Scholarship*