

EXECUTIVE SUMMARY

A **collaborative technical leader** with 10 years of experience in technology roles with supply chain, healthcare, consulting, and software development organizations. An expert in systems architecture, cross-functional communication, and technical product ownership delivering high ROI on investments in technology.

FUNCTIONAL EXPERTISE

- Collaborative Leadership
- Strategic IT Project Management
- Communicating Cross-functionally
- Systems Architecture and Integration
- Managing to KPIs
- Technical Product Ownership

FUNCTIONAL EXPERTISE DEMONSTRATED

EAZL SYSTEMS INC.

August 2018 – Present

The publicly-traded (NYSE: EZL) retail wholesaling and distributing firm with ~\$80bn in annual revenues.

Manager for SAP CRM Development (November 2013 – Present)

Manages four parts of Eazl's SAP installation and leads strategic IT projects as needed.

- **Collaborative Leadership / Managing to KPIs:** Leads a team of 20 developers, including contractors from IBM, DCS, and HCL, monitoring personnel budgets and developing governance surrounding risk management, feasibility, demand planning, release planning, and prototyping as is relevant to parts of Eazl's SAP installation.
- **Strategic IT Project Management:** Engages with strategic IT projects at the manager level. E.g. led the "go live" for SAP Build 6, an 11-month \$20mm project, and the accelerated (90-day) integration of 8,000 Walgreens accounts into Eazl's CRM and eCommerce systems (+300% application load).
- **Communicating Cross-functionally:** Regularly liaises between business and IT functions, representing the CRM and eCommerce teams at requirements and solutioning (RaS) meetings with VPs and service owners from the marketing, customer service, support, and shared services units.

Senior CRM Application Architect II (August 2011 – November 2013)

Developed processes for solutions delivery during a time of rapid change in Eazl's SAP CRM application.

- **Collaborative Leadership:** Supported change efforts associated with the "go live" of SAP Build 3, building best practice guidelines, training to support change, and recruiting 3 new SAP dev team members.
- **Systems Architecture and Integration:** Owns stability of SAP CRM application including system performance, maintenance of the code base, and exception processing. E.g. led the integration of dynamic pricing engine (co-developed with SAP) with Eazl's SAP eCommerce application.

EAZL CONSULTING

April 2017 – July 2018

The world's largest professional services firm with ~\$44bn in annual revenues and 210,000 employees globally.

Consultant—SAP CRM

Led a team on a \$40mm SAP implementation for ENet's operations in North America and the EMEA region.

- **Communicating Cross-functionally / Managing to KPIs:** Liaised between ENet and Eazl's technical teams, leading a team of 9 and gathering business requirements for the SAP CRM application and successfully distributing workload to ensure that consultants met 99% utilization requirements (a Deloitte KPI).
- **Collaborative Leadership:** Contributed to Eazl's Group of Excellence training sessions, often presenting to 200+ attendees, and served on the SAP CRM hiring committee, performing ~10 technical interviews/mo.

ERM

June 2014 – March 2017

The multinational enterprise software company with \$17bn in annual revenue and 74,000 employees globally.

Principal Consultant—SAP Center of Excellence

Primary technical liaison and de-escalation architect for ERM'S McEazl and EForbes accounts.

- **Collaborative Leadership:** Successfully led solutions design for all ultra high priority issues, marshaling all resources necessary from ERM centers in India, Ireland, China, Germany, and Brazil to solve problems.

Provided mandatory updates to clients every 6 hours with status updates.

- **Communicating Cross-functionally:** Recommends process updates and requirement/enhancement priorities to clients following diagnosis of IT issues and segmentation of problems into business vs. technical issues.

Previous Roles at ERM:

Senior Software Engineer—(June 2012 – January 2014)

Software Engineer—(June 2008 – June 2012)

Development Intern—(June 2006 – June 2008)

EDUCATION AND PROFESSIONAL DEVELOPMENT

Executive Certificate (Management and Leadership). MIT Sloan School of Executive Education (Boston)

Master of Technology (Software Application Design). Eazl Institute of Technology (New Delhi)

Bachelor of Science (Electronics and Communication Engineering). Eazl Institute of Technology (New Delhi)

OTHER RELEVANT INFORMATION

Additional Languages: Hindi (Fluent), German (Basic)

Professional Publications: *Publication Name Redacted.* SAP Community Network (June 2017).