

## CONTACT

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## AREAS OF EXPERTISE

- Strategic Planning & Management
- Project and Program Management
- Process Improvement
- Budgeting
- Capex/Opex
- Software Development Lifecycle (SDLC)
- Software Operation Management
- Product Roadmap
- Resource Management
- Stakeholder Management
- Vendor Management
- Quality Management
- Forecasting
- Risk Assessment
- Client Relationship Management
- Leadership
- People Management
- Cross - Functional Team Management
- Performance Management
- Motivation
- Coordination & Development
- Communication & Interpersonal Skills
- Analytical Skills
- Decision Making & Problem-Solving

## TECHNICAL SKILLS:

**Planning/Management Tools :** Jira, Confluence, Service desk, MS Office, Power BI, Trello, SharePoint, Rational ClearQuest, HP Clear Case

**Tech Stack Awareness:** Python, MySQL, C#, ASP.NET, Vue JS, Azure cloud, SQL

**SAAS Solutions Managed:** Salesforce, Okta, Service Now, Hub Spot, Coupa, Workday, Smart Recruiter

## EDUCATION DETAILS

Jul 2005: BE in Telecommunication, CRM Institute of Technology, Visvesvaraya Technological University (VTU)

### Volunteer:

Active Volunteer, SOS Children's Villages International  
Eye Donor, EYE Bank Association of India (E.B.A.I)

# PHILIP LOUIS

## Head of Business Tools and Intelligence

## PROFESSIONAL SUMMARY

An executive leader with 18+ years of exceptional experience spearheading Project and Program Management initiatives with proficiency in strategic planning, Software Development Lifecycle (SDLC), budgeting, product road mapping, stakeholder management, and vendor management. Proficient in managing enterprise-level programs and have strong familiarity with BI tools and related software applications. Expertise in both agile and waterfall methodologies. Accustomed to managing multiple projects simultaneously in fast-paced, deadline-driven environments. Coordinated and led cross-functional teams through active teamwork. Fostered collaborative C-Level stakeholder relationship management.

A strategist and relentless optimist, extending thought leadership towards evangelising the best solutions and practices in business. Demonstrated ability to drive discussion and shape solutions. A passionate leader with a proven ability to motivate, energise, and lead to success. Seeking a senior position with the opportunity for proficient growth to contribute the twin benefits of accrued IT and management expertise to the progress of a leading organisation.

## CAREER CONTOUR

- Technicolor India | **Business Tools & Intelligence** | Since 2017
- Harman | **Senior Program Manager** | 2013-2017
- Photon Infotech | **Lead Business Analyst** | 2010-2013
- IBM Global Services | **Business Analyst** | 2008-2010
- Subex, | **Senior Engineer Professional Services** | 2005-2008

## CURRENT CONTRIBUTIONS

### Technicolor India (R&D), Bangalore | Head of Business Tools and Intelligence | Apr 2017 - Present

Recruited as a Senior Program Manager and charted an impressive growth curve through exceptional performance to the position of Head of Business Tools & Intelligence.

### Designation Chronology:

Jun 2019 - Present: Head of Business Tools & Intelligence

Apr 2017 - June 2019: Senior Program Manager

**Products Handled:** Dash, Punchout, Kronos, SAP HRO, Workday integration, Salesforce, Shot grid, Utilization, Data warehouse

**Key Clients:** Internal across brands (MPC, Micros, Games, Mill)

### Accomplishments:

- ☐ Received the prestigious Eureka Award of Excellence for outstanding achievements and contributions.
- ☐ Successfully managed and provided leadership to cross-functional teams located in India and London, fostering collaboration and achieving outstanding results.
- ☐ Spearheaded the migration of development and support functions to offshore (India) and significantly reduced the annual Capex by 30% by implementing Agile practices.
- ☐ Achieved exceptional resource retention for 5 consecutive years through effective leadership and talent management, also implemented successful upskilling initiatives and a rewarding program to boost employee motivation and engagement.
- ☐ Effectively implemented strategies to drive timesheet adoption across multiple brands, resulting in a significant 70% improvement in actual utilization data.
- ☐ Engaged in collaborative efforts with development teams to streamline DevOps practices, resulting in a remarkable 20% reduction in deployment time.
- ☐ Streamlined operational processes by transitioning 90% of Excel-managed tasks to the 'Dash' software solution, significantly enhancing staff productivity.

### Key Responsibilities Head of Verticals Business Tools & Intelligence (Jun 2019- Present)

- ❑ Spearheading the establishment of a new vertical, overseeing the end-to-end process, including recruitment and nurturing a 60-member high-performing team.
- ❑ Managing a diverse portfolio of 5 products, concurrently overseeing multiple projects to ensure timely delivery and alignment with strategic objectives.
- ❑ Leading and coordinating 5-6 Scrum teams consisting of Project and Product Managers, Quality Analysts, Leads, and Developers, driving project success.
- ❑ Initiating and facilitating strategic discussions with executive stakeholders and driving the adoption, strategizing, development, implementation, and integration of Enterprise SaaS solutions including of Salesforce, HRIS (Human Resources Information System), Workday, Shotgun, Kronos, and Replicon.
- ❑ Demonstrating strong people management skills to foster a collaborative and motivating work environment, maximizing team productivity and achieving desired outcomes.
- ❑ Actively participating in strategic decision-making and providing valuable insights to drive organizational growth.
- ❑ Developing comprehensive product roadmaps, outlining the vision, goals, and strategic direction for multiple products within the portfolio.
- ❑ Assumed responsibility for overseeing the entire vendor engagement lifecycle and handling all associated documentation throughout the process.
- ❑ Strategically budgeting annually and allocating resources, including both Capital Expenditure (Capex) and Operational Expenditure (Opex), to ensure effective financial planning and secure budget approvals.

### Key Responsibilities Senior Program Manager (Jun 2017 - June 2019)

- ❑ Successfully managed and coordinated 2 Scrum teams comprising 8-10 members each, ensuring efficient project execution.
- ❑ Efficiently led end-to-end initiatives and delivery of 4 in-house product development projects focused on time-tracking, resource planning, and PPM software built using Python, C#, and .Net Framework and hosted on the Azure cloud platform.
- ❑ Collaborated closely with senior stakeholders from diverse business functions and multiple locations to develop program strategies aligned with organizational goals and objectives.
- ❑ Implemented Agile development practices, resulting in improved project delivery effectiveness, enhanced collaboration, and increased team productivity.
- ❑ Demonstrated strong financial acumen by effectively managing project and program financials, including risk assessment, budgeting, forecasting, and tracking actuals for labour capital/expenses and infrastructure costs.
- ❑ Oversaw a company-wide utilization project, rectifying employee actual utilization data to enhance time utilization reporting across the organization, leading to better resource allocation and optimization.
- ❑ Worked collaboratively with the product manager to define the product strategy and create a comprehensive roadmap for the Dash Product, aligning it with market demands and customer needs.
- ❑ Actively supported the adoption of new AI-based technologies, staying abreast of industry trends and incorporating innovative solutions to drive efficiency and enhance project outcomes.
- ❑ Cultivated strong relationships with multiple vendors across different countries, effectively managing and coordinating outsourced development work, ensuring high-quality deliverables within stipulated timelines and budgets.
- ❑ Played a pivotal role in talent acquisition, showcasing expertise in identifying and hiring individuals with the required skills and competencies, while also establishing high-performing teams for various departmental verticals.

### HARMAN, Bangalore | Senior Program Manager | May 2013 - Apr 2017

Recruited as Lead Business Analyst, charted a phenomenal growth curve to the role of Senior Program Manager.

**Products Handled:** Kaplan Bar review, Acclaim Education 2.0

**Key Clients:** Kaplan Inc, StarTeck Group

### Overall Responsibilities:

- ❑ Honoured with the esteemed Quality Excellence award for demonstrating outstanding performance and delivering exceptional results in project management, leading to high client satisfaction.
- ❑ Successfully led and managed a diverse team of 15 professionals, including Business Analysts, Project Managers, and Product Managers, fostering a collaborative and high-performing work environment.
- ❑ Took ownership of the Kaplan Bar review account, oversaw the development of product roadmaps, and formulated strategic plans to drive short-term and long-term success for bar reviews and the First Advantage client.
- ❑ Managed a portfolio of multiple projects and project teams for the First Advantage client, ensuring effective coordination, resource allocation, and successful project delivery.
- ❑ Collaborated closely with Project and Product Managers to drive the development and enhancement of products, ensuring alignment with customer needs and market demands.
- ❑ Engaged with stakeholders to develop accurate product forecasts and effectively plan releases, driving efficient growth and adoption of applications.
- ❑ Prioritized features and requirements for various sprints, utilizing strong project management skills to ensure timely delivery and exceed customer expectations.
- ❑ Optimized application processes and workflows to enhance user adoption and improve overall user experience.
- ❑ Engaged in regular discussions and consultations with stakeholders to identify opportunities for product innovation and implement new and advanced features, driving continuous improvement and customer satisfaction.
- ❑ Conducted comprehensive market analysis to stay informed about market trends, competition, and emerging opportunities, providing valuable insights for strategic decision-making.
- ❑ Maintained consistent communication and alignment with the team, ensuring adherence to the product roadmap, efficient project execution, and successful outcomes.

**Photon Infotech, Bangalore | Lead Business Analyst | Feb 2010- May 2013****Product:** SALES Force Front Application design, Virtual health assistant**Key Clients:** ETHICON (Johnson & Johnson™), Cisco- HealthPresence™**Key Responsibilities:**

- ❑ Bestowed with the esteemed Employee of the Quarter award for exceptional performance and significant contributions.
- ❑ Extensively involved in high-profile projects for Fortune 100 clients in the healthcare and education sectors, delivering impactful solutions and achieving exceptional results.
- ❑ Played a key role in designing and developing cutting-edge applications, including mobile (native and hybrid for Android and iOS platforms) and web applications.
- ❑ Served as UI/UX designer, and solution designer and collaborated with the Cisco teams to create a virtual healthcare assistance application.
- ❑ Led a team of 10 Business analysts and a Senior Business Analyst and effectively managed task allocation, performance management, and upskilling initiatives to optimize team performance and professional growth.
- ❑ Designed comprehensive end-to-end workflows for the Sales Force Application, ensuring seamless integration with Siebel Services to optimize system efficiency and effectiveness.
- ❑ Collaborated extensively with cross-functional agile teams and developers to facilitate seamless requirements acceptance, accurate delivery estimates, and effective user testing.
- ❑ Fostered collaborative relationships with clients and third-party vendors to drive SOA development and establish a robust service architecture.
- ❑ Streamlined and optimized the onboarding module for the clinical trial application, ensuring a user-friendly and efficient experience.
- ❑ Proactively developed requirement/content specifications, and information architecture as well as conducted customer interactions, and delivered comprehensive Sales Force tool demonstrations to drive continuous solution improvement and gather valuable feedback from the Ethicon Unit.

**IBM Global Business Services, Bangalore | Business Analyst | Nov 2008- Feb 2010****Product:** Order Max Provisioning System™**Client:** Bell Canada**Key Responsibilities:**

- ❑ Managed end-to-end project planning, including comprehensive project plan development and efficient resource management, to align with customer requirements, meet project timelines, and optimize team productivity for successful project delivery.
- ❑ Monitored project progress, proactively identified risks and issues, and implemented effective mitigation strategies to ensure successful project outcomes.
- ❑ Conducted thorough reviews of test cases and defects, ensuring alignment with business needs and objectives, while providing valuable insights for improvement.
- ❑ Served as a vital liaison between clients and the Global Resource development and testing teams, facilitating seamless communication and coordination for effective project execution.
- ❑ Supervised and mentored a team of 2 Business Analysts, offered guidance, delegated responsibilities, and ensured the successful completion of assigned tasks.
- ❑ Collaborated closely with cross-functional teams, fostering the integration of business solutions and driving continuous improvement initiatives to enhance overall performance.
- ❑ Created informative training materials and conducted engaging sessions for stakeholders, promoting the smooth adoption and utilization of implemented solutions.

**Subex, Bangalore| Senior Engineer Professional Services | Jul 2005 - Nov 2008****Product Handled:** Fraud Control System AFCS™**Key Clients:** British Telecom, UK (Onsite), True Thailand (Onsite), Dialogue (Onsite)**Achievements and Key Responsibilities:**

- ❑ Received commendation letter for exemplary project management and exceptional support provided to True-Thailand, resulting in a 2 years extension of maintenance engagement.
- ❑ Recognized twice for exemplary contributions and achievements, highlighting a consistent track record of success and excellence.
- ❑ Took charge of support activities and on-site implementation of fraud management solutions, catering to the unique platform requirements of top-tier telecom operators internationally, including renowned clients like British Telecom, Dialogue, and True.
- ❑ Established and nurtured strong relationships with clients, ensuring open lines of communication and regular liaison to understand product customization requirements.
- ❑ Provided Tier 1 and Tier 2 level support post-implementation, ensuring optimal product performance and addressing client concerns.
- ❑ Actively engaged with clients to gather feedback, address inquiries, and provide ongoing support for customized products, fostering long-term client satisfaction and loyalty.