# PAVAN KUMAR P V

## Sr. Director - Software Delivery

## CONTACT

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## ACADEMIC QUALIFICATIONS

- **Completed COO MDP Program from IIM Lucknow** (2022-2023)

Passed Bachelor of Engineering (E&C) from Vijayanagar Engineering College, Bellary in 1997

## CORE COMPETENCIES

- Strategic Thinking , Customer Success, Stakeholder Management
- Operations Management, Incident Management, ETL/DB/UI/Reporting
- Service Delivery Management, Risk Management, P&L Management
- Key Account Management, People Management, Presales
- Data Architect, Data Driven Decision, Performance Tuning
- Process Enhancement, Conflict Management, Diversity & Inclusion
- Business Development, Strategic Alliances, Design Thinking

## TECHNICAL SKILLS

- **Programming:** C, C++, PHP, Java, SQL, Scala/Spark, Python
- **Amazon Web Services:** EC2, S3, RDS, Cloud Watch/Cloud Trial, Route 53, SNS/SQS, Secret Manager, VPC.
- **Amazon Data and Analytics Tools:** Athena, Appflow, Kinesis, DynamoDB, Lake Formation, Glue, EMR
- **Platforms:** AWS, Databricks, Jupyter
- **Database:** Mysql, PostgreSQL, SQLServer

## RESPONSIBILITIES

- Business Strategy & Leadership, Data Intelligence, Service Delivery Leadership, Digital Transformation, Product Leadership, Technology Strategy, Operation Strategy, People Championship, GCC, Data Strategy, Health Care, EdTech, Publishing, Health Insurance, HIPAA, GDPR, HITRUST

## PROFILE SUMMARY

Nearly 24 years of consulting and delivering complex digital business transformations programs across geographies. Essayed a stellar role in setting up GCC, delivery teams, minimizing TCO, improving business processes. Vastly experienced in leading teams and developing enterprise solutions whilst establishing and maintaining applications roadmap in partnership with business leaders aligned with company strategy and incorporates corporate risk and compliance requirements.

- Experience in establishing a vision, developing the strategy to support the vision, gaining consensus across key functional leadership through effective communication.
- Experience in leading, building and scaling teams across different domains and technologies to clients all over the world
- Responsible for strategy and roadmap across Business, Operations, Security and Innovation themes. Assist other functions to use technology profitably.
- Design, plan and implement business strategy with a focus on Revenue maximization and Operating margin including Delivery operations.
- Spearhead technological implementations to improve product design, development and operational performance that yield competitive advantage.
- Managing technology and Infrastructure budgets and cost.
- Drive structure and infrastructure initiatives across organization to meet business vision
- Make decisions in complex and multifaceted situations requiring solid understanding of managing multiple technology development efforts and plan new initiatives.
- Generated innovative ideas across multiple channels to maximize lead attraction and customer engagement.
- Take impactful decisions considering social, economic and global perspective.
- Collaborate and consult with the technology team and more experienced management within Business Services functional area to provide customers with best possible solutions.
- Passion in promoting One Culture and global / local balanced alignment. Build a no-surprises culture.
- Built high performance teams to transform business & leveraged broad competence in managing resources & ensuring a competitive positioning.
- Strong business acumen fostering Customer Satisfaction covering the entire value chain of the organization.

## PROFESSIONAL EXPERIENCE

**Impelsys Private Limited** (Apr 2005 to Till Date)
**Growth Path:**

- **Sr Director- Software Delivery** (April 2023 to Till Date)
- **Head of India Operations (Prognos Health India Pvt Ltd)** (Sept 2019 – April 2023)
- **AVP-Strategic Accounts** (April 2015 – Apr 2019)
- **Associate Director- Account Management** (Jan 2013 – Mar 2015)
- **Project Manager** (Jul 2007 – Jan 2013)
- **Project Lead** (Oct 2005 – June 2007)
- **Team Lead** (Apr 2005 – Sep 2005)

Setting up a cross functional global delivery team for building a world class health care platform for prestigious health care client. Deeply involved in building technology strategy and business model driven based on the data Incubated Prognos India Health Pvt Ltd as Global Captive Center (GCC). Handled end to end Operations as Head of India Operations. Provided a strategic vision and involved in new product development. Designed strategic IT transformation plans and structured operating models for cost optimization & streamlining operations. Helmed different roles over 18 years. Over the years, deeply involved with the Digital Strategy Transformation,

Product Innovation, Business Analysis, Product Development, Project Management, Operational Improvements, Presales, Account Management, Sales and Marketing.

- Instrumental in setting up the team in India from the scratch and providing leadership to global application development and maintenance teams.
- Set up data strategic operations by aligning to business plan, policy creation & structural initiatives.
- People management responsibility includes organization review, hiring, retention, promotion, skill development, performance reviews and appraisal.
- Scaled up revenues by 30% through best practice implementations, increased quality & productivity.

- Improved collaboration with cross-functional stakeholders: engineers, program managers, and data analysis on Business Intelligence and Data Analytics support by setting up effective communication channels.
- High collaboration cutting across 'C' Level teams. Daily interactions with close coordination between engineering, service delivery & business organizations.
- Build roadmaps for product development and involved in the pricing strategy.
- Collaborated on Agile transformation across the organization.
- Transformed manual testing process to the automation & implemented reusable QA framework.
- Work on Risk mitigation process and design process for failure and measures to deal with it in the event of it happening.
- Performing Customer facing roles for Globally Outsourced IT Engagements, with International IT Operations.
- Building strategic partnership in key accounts and managing their deliveries.
- Build customer relationships and communication at all levels, focusing on key decision makers & C-suite as well as working closely with decision makers.
- Drive new business initiatives across different customers by positing new products and solutions.
- Designed and Implemented a BPM solution to support workflow automation for multiple systems.
- Championed the evaluation, introduction of "Out of Box" solutions.
- Engineered to provide appropriate technical solution to meet the customer's requirements Was Instrumental in winning RFP's.
- Concept-to execution driver- Created long & short-term goals & delivered as per the goals.
- Owned functions entailing User experience, Architecture, Quality, delivery; mapped product gaps & drove critical product enhancements while focusing on steering Innovations & Transformation.
- Built training programs for skill development.
- Build performance metrics and monitored KPI to improve team's productivity.
- Project budgeting, techno-commercial evaluation, contract formulation.

## PREVIOUS EXPERIENCE

**Pristine Consulting** (Jan 2003 – Mar 2005)

**Designations:** Project Lead
- Worked on building for Third party provider software to handle medical claims. The web application was developed using PHP and Mysql on Linux with integration to ERP software.

**Aditya Software Services Pvt. Ltd.** (Nov 2001 – Dec 2002)

**Designations:** Sr Software Engineer
- Worked on building an editable video player. We used C and Unix to extract content from MPEG3 format.

**Prime Technologies** (Aug 1998 – Nov 2000)

**Designations:** Software Engineer
- Worked on building a multi-lingual CRM platform. The platform was developed using Java technologies.