

BESPOKE SEARCH GROUP

VP Professional Services & Customer Success & Enablement & Support

CAREER OVERVIEW

Dynamic and results-driven Executive of Professional Services with over 20+ years of experience in leading high-performing teams, driving strategic initiatives, and delivering exceptional client value in the consulting and professional services industry. Proven track record of enhancing customer satisfaction, optimizing project delivery processes, and achieving revenue growth through innovative service offerings. Adept at building strong client relationships, managing large-scale projects, and fostering a culture of excellence and collaboration.

QUALIFICATION HIGHLIGHTS

- Product Strategy
- M&A Specialist
- Program/Project Management
- Professional Services Management
- Ecosystem/ERP/HR/CRM/SCM/PRM
- Sales Operations Support
- Data Compliance
- Pre-Sales Support
- Business Transformation
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EXPERIENCE:

Confidential, Series C – November 2020 – till date – **VP Services & Customer Success**

Confidential is a SAAS based Ecosystem cloud platform, with package offerings in Co-Sell, Co-Innovate, Joint-Marketing and Partner Incentive Fund Management, Marketplace Listing/Private Offer Creation process across hyperscalers. The entire platform is built on Google Cloud Platform (GCP) with Integration hooks to MSFT Partner Center, AWS (ACE), Meta Data Definition using JSON scripting

Accomplishments:

- Designed & built out a Services, Customer Success, Support Organization ground up, we reached a strength of 50+ People worldwide composed of PM's, Business Consultants, TAM's, Architects & Implementation Teams
- Defined and built out a Unified Implementation Methodology, applicable for SAAS deployments. The methodology covers Sales to Service hand off, Project Management, Implementation, Customer/Partner Onboarding Playbook, Adoption Playbook
- Responsible for moving the company from Platform to Packaged solution centric go to market strategy (GTM)
- Working with Product & Engineering to integrate Generate AI capabilities during the Co-sell process.
- Working extensively with Marketing to define the value messaging and defined a GTM for our solution offering.
- Acting as the Chief Product Strategist, driving Product to defines packaged solution offerings and enhance platform features. Defined, Designed and Build 11 solution offerings in Partner Ecosystem

Confidential -- June 2016 to November 2020 -- **Senior Director and Head of Business Applications and Transformation Services (Finance, Supply Chain (Inventory, Planning), OTC, Hyperion ePBCS/ARCS/FCM/FCCS/EDMS, Demantra, Agile PLM, HCM, SFDC-CPQ, SFDC-Case Mgmt., ServiceNow (ITGC), Workday (Department Flow)), Business Analytic Platform (BO, Tableau), Okta Integration, NetSuite Financials, Getpaid (Collections)**

Accomplishments:

- Defined & Executed the Digitization the entire business operations covering Order/Quote to Cash, Finance, Supply Chain, Planning
- Defined and implemented an M&A Integration Model and was applied on our 15+ acquisitions.
- Built out a program to define a common Call Center and Field Service Platform using SFDC Lightning and Oracle ERP/SCM as the Backoffice applications.

- Enforced the GDPR, SOX and ITGC controls in the system through tools and process improvements.
 - Managed & Addressed data compliance requirements for Germany, India, Australia
- Managed a global team of BSA's, Development, Support, QA

Free Lance Consultant, Feb 2013 to May 2016 – As an Enterprise Architect for *the following companies*
CooperVision, AeroJetRocketDyne

Accomplishments:

- Lead a Global data management architect for enterprise-wide rollout, covering 56 countries.
- Providing strategic IT advisory and architect in areas of implementing Business applications, covering ERP, CRM, SCM, People Applications and IT Management, Vendor assessment, played an active role in digital transformation of the company.

Oracle Corporation, June 2008 to Feb 2013 – As *Senior Practice Director – Professional Services*,

Lead Oracle Consulting West Portfolio organization, responsible for the Services Sales, Management, and implementation of the Oracle Fusion ERP/ERP/Siebel Suite/PSFT suite/Hyperion/Oracle technology for the western region of US/Canada.

Accomplishments:

- Built and managed a team of Solution Architects to support Sales & Delivery
- Acted as an Enterprise Architect to Fortune 500 companies in the Bay Area to define and implement an IT strategy to implement Business Application Solutions, designed and implemented adoption playbook which resulted in expansion opportunities.
- Managed multiple Product launches to market interacting with Sales, Product, Professional Service Organizations, part of O2C, P2P COE groups from Professional Services
- Defined successful sales strategies/bids against SAAS solutions like Salesforce.com, Taleo, Workday, NetSuite, Ariba, Coupa

NaviSite, May 2005 to Jun 2008 – As *Senior Practice Director – Professional Services*.,

Lead the organization and was responsible for Oracle and PeopleSoft ERP solutions and subsequently providing hosting and managed services for these applications:

Accomplishments:

- Built a strong offshore delivery model from ground up at our New Delhi Center, the organization grew from 0 to 60 people in a span of 3 yrs, which is a significant achievement taking into consideration that New Delhi was not a preferred workplace in India.
- At the second year of its inception, we were competing with Tier1 ERP implementers and were one of the key Oracle partners in implementing ERP.

Oracle Corporation, Mar 1997 to Mar 2005 – As *Director – Professional Services*.,

Accomplishments:

- Provided Extension Sales Support to Product Sales Org
- Have been selected twice as Consultant of the Year and multiple times as the consultant of the Quarter and
 - Represented Oracle Consulting in various advisory boards in product development.
 - Designed many re-usable solutions and repository that acted as gate opener for Oracle consulting.