ANAND HARIHARAN

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SR MANAGER, IT

STRATEGIC LEADER | TECHNOLOGY VISION & EXECUTION | STAKEHOLDER DELIGHT
EXPERT IT LEADER SPECIALIZING IN MAXIMIZING EFFICIENCY AND GOVERNANCE THROUGH WORKFLOW DESIGN AND AUTOMATION

AS A SENIOR LEADER WITH OVER 20 YEARS OF IT OPERATIONS EXCELLENCE, ANAND HARIHARAN HAS A TRACK RECORD OF **HELPING CLIENTS OPTIMIZE AND EXECUTE ON STRATEGIC MULTIDISCIPLINARY PROGRAMS**. WITH A **FOCUS ON BUILDING EFFICIENCY AND VALUE THROUGH WORKFLOW DESIGN AND AUTOMATION**, ANAND HAS SUCCESSFULLY DELIVERED LARGE TRANSFORMATION PROGRAMS ACROSS A RANGE OF INDUSTRIES, INCLUDING **ENERGY, BANKING, TELECOM, HEALTHCARE, E-COMMERCE, AND BUSINESS CONSULTING.** IN ADDITION TO HIS EXPERTISE IN STRATEGIC WAYS OF WORKING AND BLENDED METHODOLOGIES, ANAND IS KNOWN FOR HIS ABILITY TO FORECAST OPPORTUNITIES, DEVELOP SUCCESSFUL STRATEGIES, AND EXECUTE THEM USING THE **RIGHT TECHNOLOGY LEVERS**. AS AN EMPOWERING COACH AND INCLUSIVE SERVANT LEADER, ANAND HAS LED AND MENTORED HIGH-PERFORMING TEAMS, USING A START-UP MINDSET TO DRIVE RESULTS IN ASIA, EUROPE, AND NORTH AMERICA. WITH A PROVEN TRACK RECORD OF WORKING CLOSELY WITH CLIENTS AND SENIOR OPERATIONS TEAMS, ANAND HAS PLAYED KEY ROLES IN LAUNCHING A TRADING PLATFORM FOR A LARGE ITALIAN BANKING CLIENT, AUTOMATING SERVICES THROUGH RPA FOR A BIG FOUR FIRM, AND DRIVING THE DIGITAL TRANSFORMATION OF SEVERAL ORGANIZATIONS..

SIGNATURE ACHIEVEMENTS:

- ✓ AUTOMATING SERVICES THROUGH RPA FOR A BIG FOUR FIRM
- ✓ BRING FORTH EFFICIENCY TO PORTFOLIO OPERATIONS THROUGH BASELINE METRICS AND ESTABLISHING WORKFLOWS ACROSS TEAMS (REVOPS)
- ✓ LAUNCHING A TRADING PLATFORM FOR A LARGE ITALIAN BANKING CLIENT

SIGNATURE STRENGTHS & COMPETENCIES

STRENGTH CATEGORY	STRENGTH CATEGORY	STRENGTH CATEGORY
Workflow Design & automation Coaching & Conflict Management Governance|Business Enablement Solution /Architecture Development Internet of Things (IoT) Executive Presence & mentoring	Dependency & Risk Management Cybersecurity Vendor management, Contracting & Invoicing Revops |Revenue Forecasting DemanGen|Customer Journey Digital transformation	Scaled Agile Framework (SAFe)| Waterfall Scope Management Change Management Azure Cloud computing: Artificial intelligence (Blueprism) Leadership, Stakeholder Management, Facilitation

PROFESSIONAL EXPERIENCE

EVP – REMOTE | 2022-PRESENT

SR MANAGER

Offered Fractional Consulting services towards implementing scalable and transparent systems for mid-sized organizations, resulting in operational efficiency to the tune of **20% increase in productivity and a 25% reduction in manual processes**. Coupling project management expertise and use of technical integrations contributed to the successful implementation, driving efficiency and reducing manual efforts

- Led successful **project implementation for 10+ organizations** as a implantation specialist, resulting in increased productivity and efficiency.
- **Collaborated with cross-functional teams**, including sales, marketing, and customer service

- **Managed a team of 15 developers, analysts, and quality assurance** professionals through all stages of the project lifecycle Gathered and analyzed business requirements to customize tools like ClickUp**.**
- Developed implementation plans and provided ongoing support and training to ensure the successful adoption of the tool along with target metrics to evaluate performance.
- orchestrated the standardization of processes and systems within the IT department, resulting in streamlined and seamless execution

SMILE DIGITAL HEALTH – REMOTE | 2021-22
Portfolio Leader(Payers)

Successfully led the execution of a portfolio of projects that generated in a **4% improvement in client satisfaction ratings**. Worked with a team of 10+ executives in the operations department, managing a budget of $10 million and contributing to the strategic planning of the Go-To Market Leadership Teams. Work Flow Optimization efforts resulted in increased efficiency within the execution teams and contributed to reduction in project delivery timelines. These results were achieved through effective project planning and execution, as well as strong collaboration and communication with stakeholders

<div align="center">PROFESSIONAL EXPERIENCE, CONTINUED</div>

- Analyzed business metrics and trends, and provided accurate, timely, and **executive-friendly reports to the leadership team** to support decision making.
- **Contributed to drafting** use case requirements for Payers(P2P) to Facilitate Patient electronic health record transfer between Healthcare Plans
- **Partner in transformation** of the sales engagement and SOW process
- **Managed a team of 25** project Managers, developers and business Analyst professionals through all stages of the project lifecycle
- Built relationships & partnered with Cross-functional Teams to Ensure Effective Budget Oversight, Tracking, and Reporting
- Significantly contributed to the implementation of PMO best practices for project intake, assessment, delivery, and communications, integral to the enterprise-wide RevOps initiative, with a strategic focus on leveraging metrics to enhance customer success and sales performance
- As part of the budget management exercise ,partnered with the finance team to obtain critical insights into financial projections, modeling, and analysis, enhancing strategic decision-making for fiscal programs.
- Oversaw strategic outsourcing initiatives and managed vendor contracts with an emphasis on efficient workflow ensuring seamless operations and optimal vendor relationships

KPMG –REMOTE | 2016-2021
Program Manager

Hand-picked by Executive Leadership to lead the operationalization of business critical programs like Robotic Process Automation (RPA) platform, resulting in a **50% reduction in manual processing time and a 20% increase in efficiency**.

- **Conducted a program vision exercise** to identify ideal candidates for robotization, resulting in the selection of 15 processes for automation
- Engage with a cross-functional expert team to deliver requirements, design, and implement a roadmap for the new RPA platform, resulting in the successful deployment of the platform **within 6 months**
- Pioneered the integration of test and operations teams into a unified, DevOps-inspired unit, fostering seamless collaboration , developing streamlined development processes and accelerating project delivery

- Created buy-in through focus groups with business units and encouraged them to be invested in the overall strategy and action plan, resulting in a 10% increase in employee engagement & related quality standards.
  - **Developed program-specific frameworks for Data Center Migration Program**, Set up key business metrics, deployment processes and enabled Citrix and KPMG network / architecture teams to secure network and firewalls for cloud migration to deliver a RAPID25 pilot Azure cloud migration program, categorizing the top 25 high-potential candidates by impact, risk, and resources, culminating in seamless migration execution with minimal disruption to business end users
  - Utilized Power BI to ingeniously automate Just-In-Time reports for executive leadership by seamlessly integrating program status updates from the IT portfolio, enhancing decision-making with real-time insights
  - Efficiently orchestrated outsourced IT security assessments, adeptly managing workflow and safeguarding delivery timelines while optimizing internal resource allocation
  - Skillfully managed the RFI/RFP process for a firm-wide total rewards HR program, overseeing seamless implementation within a single fiscal period
  - Design & Developed a One Content Platform and Enterprise-Wide Strategy for the firm related to archival & storage.
  - Actively engaged with the C-suite and cross-functional leadership to prioritize fiscal programs and ensure cohesive alignment on budget allocation

AMERICAN EXPRESS – PHOENIX, ARIZONA | 2010-2015
Senior Program/Account Manager

Built and maintained excellent relationships with business and key stakeholders, within the Conditional Access System (CAS) portfolio, resulting in increased project buy-in and increased overall project delivery efficiency.
- Delivered a portfolio of 20 small to medium sized and transformation initiatives using agile scrum and waterfall methodologies, resulting in a **95% on-time delivery rate**.
- Partnered with different business areas, such as Compliance, Audit, Operations, Risk Management, Performance Analytics, and other technical areas to address business requirements, technical implementation, data attributes, application design, system integration, security, network communication issues, and project coordination, resulting in **increased project efficiency**
- Used Clarity to forecast resource bandwidth and generated financial reports for leadership, resulting in **increased resource utilization efficiency**

US CANADIAN CLEAR – IRVING, TEXAS | 2008-2010
Senior Project Manager

Built and maintained excellent relationships with business and key stakeholders, within the Conditional Access System (CAS) portfolio, resulting in increased project buy-in and increased overall project delivery efficiency.
- Successfully evaluated and implemented remote monitoring software for alternative energy technologies, resulting in improved resource utilization and productivity.
- Built and strengthened relationships with key clients and formed new connections across the industry, leading to new business opportunities. Trained delivery teams to develop and grow relationships with clients.
- Managed a diverse portfolio of projects, including both complex, technically challenging projects and quick turnaround projects, using both waterfall and Kanban methodologies.

BELL – TORONTO, CANADA | 2006-2008
Delivery Manager

Led the development of The Unified Tool Program, a project designed to increase consistency and adherence to standards within the Bell Canada business telecommunications sales group.

- Responsible for managing the end-to-end delivery of the program, including program planning, delivery and implementation management, team management, and delivery
- Worked with business leaders to understand the existing business processes on the legacy system, mapped them to the new client server environment, and identifying and addressing any gaps through the design of new workflows..
- formed partnerships with project managers and application teams to ensure that the project deliverables had appropriate architectural and technical design solutions in place, following a waterfall SDLC lifecycle (PDP through Implementation)

GRUPPOBANCASELLA – BIELLA, ITALY | 2000-2006
Technical Project Manager

Responsible for creating a platform that allowed customers of TOLPLUS to open trading accounts and trade financial investment products, such as stocks, bonds, and derivatives, online or through call centers.

- Implemented a system that enabled customer support executives to trade Italian and foreign stocks through the company's intranet
- Developed the business and data layers of a 3-tier client server application for all database communication, and conducted unit and system testing to ensure the platform's functionality.
- Developed the online trading pages for MFIB trading and implemented procedures for engaging and releasing margins
- Leveraged Computer Science Expertise to Conduct Rigorous Testing of Software Systems prior to golive.

EDUCATION

DEGREE – Bachelor Of Engineering (B.E) | (Equalized by World Education Services as a Canadian 4-year Bachelor's degree)

Project Management Professional | PMP

Certified Scrum Master | SMAC

Project Management Software Tools-
Teams/MSProject/Slack/Jira/Trello/Confluence/Clarity/Visio/Powerpoint/Sharepoint