



Akhilesh Kumar Tiwari

(Global IT Program & Delivery Management)

Vision driven IT Professional with 20+ years of IT experience including working abroad for 7 years in **USA, UK, Vietnam & Saudi Arabia**. Proven track record in global IT Project, Program & Delivery Management. Expertise in heading various software engineering teams in India & Abroad. Managed services (IT Operations) across **Retail, E-Commerce, Healthcare, Telecom, Insurance, Banking & Finance** domains. Ramp up two large IT organizations Offshore Development Center from scratch, build Captives in India & Vietnam (Set up Offshore Software Development Center. Built and led large software engineering IT team)

Key Skills

- Program Management
- Delivery Management
- Resource Management
- Managed Services
- Customer Facing
- Stakeholder Management
- Team Building, Leadership
- Collaborator, Change Agent
- Rich Domain Exposure
- Technical Exposure

Profile Summary

Large IT Program Execution / Platform Development - E2E Projects Delivery on various model & technologies with accountability on overall P&L
Built, Led Large Software Engineering Team - Ramp-up large-scale Offshore Development Centers led hiring, training, managed hierarchy of teams
Operations Management – Set up process as per ITIL standards - Incident/problem management, best practices (knowledge & automation)
Internal & External communication – Ensuring engagement of relevant stakeholders including customer and vendor. Status reporting up to C level
Retail, E-Commerce, Health Care, Insurance, Telecom, Banking & Finance
AWS, ReactJS, React Native, SQLite, SAP Hybris, **Microsoft .Net**, MS Dynamics NAV, MS SQL Server, SSRS, Java / J2EE, Oracle MOM, BO, SAS, AI & Blockchain

Career Timeline

09/2021 to Till Date **Genisys Information Systems Pvt. Ltd.** **Senior Consultant, Project Manager IT – (Advisory Role)**
Working with Hewlett Packard Enterprise (HP – India) on a payroll of Genisys Information Systems (India) Pvt. Ltd. For HPe client Haryana Police Head Quarter, Panchkula for HCCTNS Project. HCCTNS have 12 Applications (CAS, HRMS, FSL, ARMS, Logistics, 3rd Eye, GV, LMS, KMS & BI with Harsamay Citizen Services (Arm's License Module & General Verification), Police Administrative Services (HR, Learning & Inventory Management (Logistics), Knowledge Management, Haryana state under a common Application

12/2020 to 05/2021 **Mantra Labs Pvt. Ltd.** **Delivery Director IT - (Advisory Role)**
Lead high-performing software engineering team, empowered teams to deliver with velocity, quality for Web, Mobile AWS & 24*7 Production Support. Technological transformation of the business and complete revamping to incorporate cutting edge technologies while converting client business requirement into engineering deliverables
Managed Software Engineering Team: 175 (4 Onshore + 171 Offshore) & International clients worldwide as a SPOC of India

08/2018 to 12/2020 **iNCOVIO Information Technologies Services** **Co-Founder & Delivery Director IT**
With a vision to share global expertise to drive business excellence, have had set up an IT Consulting organization, engaged in delivering a wide range of Strategic IT Consulting and IT Product Implementation. Managed IT projects for international clients worldwide from project kick-off to E2E program management delivery to accomplish organizational business goals and objectives
Managed Sr. Software Engineers, Team Leads, Technical Managers, Solution Architects | Team Size: (70+ IT Resources)

08/2017 to 07/2018 **Delta International Fashion, Square9** **IT Head / IT Manager (Contractual) - Saudi Arabia**
Managed E2E implementation of 3 IT projects Oracle Retail MOM Application (Ver 16.01), Micros Xstore (Ver 16.0), EBS - Oracle Financials (Ver 12.2.6) for world class retail brands of Sweden (Lindex) & Turkey (DeFacto, Soobe, Derimod, Chicco & Hummel)
Managed Oracle Techno-Functional Managers / Consultants, IT Managers & BAs | Team Size: (25 IT Resources)

04/2015 To 03/2016 **Focus Infotech, incadea** **Project Delivery Manager IT (Contractual)**
Future Focus Infotech Private Limited (April 2015 to Oct 2015), incadea India Pvt. Ltd. (Nov 2015 to March 2016)
Worked on Puma BAU project-delivery management of KCP Dynamics client **Trafigura Geneva, Switzerland & Johannesburg, South Africa**. Managed incadea client Ford India account driven by incadea Germany (HQ) for incadea myengine product DMS Rollout
Software Engineering Team: KCP Dynamics: 21 (1 Onshore+20 Offshore) & incadea: 60 (3 Onshore+57 Offshore)

11/2012 To 06/2014 **Sequent Asia IT, Saitex International** **Delivery Director, IT Head (Contractual) - Vietnam**
Sequent Asia IT Ltd. (Nov 2012 to Feb 2014), Saitex International (Feb 2014 to Jun 2014)
Set up SAI Digital, large ODC in Vietnam. Managed multiple IT projects across technologies. Delivered 5 large E-Commerce Hybris program execution, development for Web & Mobile Apps projects for **ICF International** (USA, Australia, Canada & China) clients
Software Eng. Tech Leads, Solutions Architects, Project Managers | Team Size: 200+ (4 Onshore + 200+ Offshore)



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03/2007 To 01/2010 **UnitedHealth Group (UHG)** **Delivery Manager IT - India & USA**
 Set up UnitedHealth Care India Offshore Development Center - Ramped up large team(s) while consistently maintaining 0 attrition for 3 consecutive years. Transitioned 18 Projects from USA to India, delivered all IT projects ranked outstanding in vital sign survey
 Software Eng. Tech Leads, Solutions Architects, Project Managers Team Size: 177 Billable FTEs (4 Onsite + 173 Offshore)

06/2006 To 03/2007 **Tech Mahindra Ltd. (European H.Q.)** **Sr. Project Manager IT - Milton Keynes, UK**
 Onsite deployment to UK, worked with Line of Business managers pan British Telecom but more specifically within Openreach. Helped Customer to fully utilize IM/KM systems (INFORMe & eAssistant). Delivered "CAT" & "VVnT" projects for BT FFS taskforce
 Software Engineers, Tech Leads, Program & Delivery Management IT Team Size: 90 (18 Onshore + 72 Offshore)

01/2006 to 06/2006 **HCL Technologies Ltd. (India - Corporate & Head Office)** **Senior Project Manager IT**
 Coordinated design and development of Corp MIS web application (██████████HCL) at Noida, India for Corporate MIS department.
 Software Engineering Team Size: 72 (2 Onshore + 70 Offshore)

04/2005 to 01/2006 **EXL ██████████ (India) Private Limited** **Manager Technology (Applications)**
 Managed software development IT projects along with Quality Management System (QMS) project, 120 SDLC processes, CMM Level 5 Implementation in Application Management Group
 Software Engineering & IT Infra Team Size: 58 Resources

10/2004 to 03/2005 **R Systems International Limited** **Technical Manager - Microsoft .Net**
 Delivered California Air Resource Board (CARB) application to USA customer ██████████
 Software Engineering Project Team: 25 Software Engineers / Sr. Software Engineer's, Team Leader / Project Leader

08/2003 to 10/2004 **Path Infotech Limited** **Team Leader – Microsoft .Net**
 Development of Insurance, Banking and Finance IT projects for clients CitiFinancial (Citi Bank), Max New York Life Insurance Ltd.
 Software Engineering Team Size: 29 (2 Onshore + 27 Offshore)

04/1995 to 07/2003 **RSB Systems Pvt. Ltd.** **Senior Software Engineer - Microsoft Technologies**
 Responsible for the development of multiple IT projects like Inventory & Billing systems, Payroll systems, Sales Services Information Systems, Airlines Ticketing Management Applications & Hotel Management etc. using Microsoft Technologies.
 Software Engineering Team Size: 51 (1 Onshore + 50 Offshore)

Academy & Accolades

- Master Diploma in Information Technology from Tata Infotech Limited (Formerly known as [Tata Unisys](#)) -> 3 Years Duration
- B.A. (English) from University of Delhi
- Ingenium Project (mylife) from Max New York Life Insurance Co. Ltd.
- Multiple Certifications – Domain, Project Management & Technologies

Technical & Project Management Certifications:

1. [PAHM Certified](#) - Healthcare Management Academy USA
2. [Business Computing](#) - Brilliant's Computer Centre
3. [Database Management System](#) - India Education Centre
4. [Certified in Basics of C# Programming](#) - NIIT
5. [Microsoft Certified Visual Basic .Net](#) - Microsoft USA
6. [Microsoft Certified ██████████](#) Microsoft USA
7. [Six Sigma Green Belt](#) - R Systems International Limited
8. [PMI Certified Project Management Training](#) - Astrowix
9. [Microsoft Project \(MSP\) Certified](#) - Acelentia Consulting

Large E-Commerce (Hybris) IT Program Execution / Oracle MOM:

1. Implemented Oracle MOM Application - Version 16.01
2. Implemented EBS - Oracle Financials (Version 12.2.6)
3. Managed Integration with Oracle Micros Xstore (Version 15.0)
4. ██████████
5. ██████████
6. ██████████ (Web / Android & *ios App)
7. ██████████
8. ██████████
9. Ford India DMS Rollout, Alkem C2C, DCM Shriram, Tiara (Dubai)

IT Program Execution: USA, Europe (UK, Spain, Switzerland, Germany, Sweden), Australia, Canada, Vietnam, South Africa, Turkey, KSA

❖ Worked as an **IT Head** at [Delta International Fashion Co. Limited](#) ([World class Retail organization in Gulf](#)) Riyadh, Saudi Arabia.

Managed internal Head IT role for large application platform development Oracle MOM, EBS-Oracle Financials - ERP Projects:



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- ✦ Worked on end-to-end full life cycle implementation of **Oracle MOM Application - Version 16.01** (MOM Includes RMS, RPM, ReSA, Allocation, SIM, RIB, DI, BI Publisher, RA & ReIM) along with HRMS - Human Resource Management System - Cloud of Oracle
- ✦ Also successfully implemented **Financial Systems Oracle Enterprise Business Suits (EBS) - Oracle Financials (Version 12.2.6)** along with Supply chain and operation management of the complete warehouse to accomplish corporate business goals and objectives for Delta International Fashion Ltd. Co.
- ✦ Managed Integration with **Oracle Micros Xstore (Version 15.0)** & Coordinated with the top-most world IT organizations like Oracle and other partners / vendors in Gulf Countries and India to get the organization IT projects work implementation done successfully
- ❖ Worked as a **Software Delivery Director** at **Sequent Asia IT Ltd., SAI-Digital (A Hong Kong based IT organization)** in Ho Chi Minh City, Vietnam & **Head of IT Services** at **Saitex International Ltd. (A US based, biggest denim brand in the world)**
 - ✦ Set up Offshore Development Center (ODC) from very scratch in Vietnam. Build a world-class finest Software Engineering IT Team of 200+ Full-Time Employees (FTEs) across multiple technologies: [**Hybris E-Commerce**, Microsoft Dynamics NAV 2013, Microsoft Dynamics AX CRM, Microsoft .Net, Java / J2EE, Spring, Hibernate, Oracle, BO, SQL Server, SSIS, MS Reporting, SAS, Mainframe, ETL, DW / BI, QA] related projects using Agile Scrum Methodologies as a Head of IT Software Development across entire organization
 - ✦ Managed End to End program & delivery of all the software development IT projects (Large, Medium, Small) in above technologies
 - ✦ Delivered 5 international large E-Commerce program execution using Hybris platform web application portal / mobile apps development IT projects (Android *ios) including [REDACTED] **group of companies (2nd largest E-Commerce company world-wide)**
 - ✦ Managed 5 **E-Commerce** application program development for **ICF International** clients E2E delivery as a **Director IT, Program Management – Asia Pacific** from project kick-off to final implementation in all 5 countries (USA, Canada, Spain, China & Australia)
 1. Delivered **Hybris MMCN** (Media Markt Shanghai, China) project [REDACTED] for **E-Commerce mobile application development** in both (Android & IOS) with team size of 7 resources based out in Vietnam and New York, USA
 2. Worked on **Hybris Angus & Robertson** (Australia) project [REDACTED] while leading and managing the team of 1 Program Manager, 2 Hybris Solution Architect along with the 25 members team size (13 team members in Vietnam and 12 team members based out of Valencia, Spain)
 3. Worked on **Hybris Wurth USA E-Commerce** project [REDACTED] while coaching and mentoring the team size of 7 resources, 1 Project Manager, 2 Hybris Technical Leads along with 4 team members in Vietnam and 3 team members based out of New York, USA, and Canada
 4. Delivered **Hybris Harry Rosen** (Canada) project [REDACTED] deployed their web site of Ecommerce with my core team of 9 resources based out in Vietnam, New York, Chicago USA, and Canada
 5. Delivered E-Commerce Hybris, Target (Australia) project [REDACTED] with the team of 10 resources, 7 based out in Ho Chi Minh City, Vietnam and 3 resources were at onsite North Geelong Australia
 - ✦ Also worked as a **Head of IT Service** for **SAI-Digital** parent company **Saitex International Ltd.** Vietnam - Head Quarter to implement their overall ERP Systems across entire organization from 13th February 2014 to 27th Jun 2014. Coordinated entire ERP implementation in (MS Dynamics NAV & Informatca) while heading IT Department
- ❖ Worked as a **Delivery Manager IT** at **UnitedHealth Group (Fortune #6 organization worldwide)**
 - ✦ Set up Gurgaon, India Captive, Offshore Development Center (ODC) of United Healthcare USA Business vertical while **building a high performing Software Engineering Team from 0 to 177 billable resources as a Single Point of Contact (SPOC) from India** for Global IT Program & Delivery Management position within my portfolio.



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- ❖ Coordinated for transitioning 18 IT projects from USA to India in 15 months across multiple technologies while building business vertical of UnitedHealth Care USA projects Offshore Development Center (ODC). Hired, Build and Managed a world class IT Team from very scratch while leading UnitedHealth Group (UHG) Gurgaon, India captive
- ✚ Achieved '0%' staff attrition in my core software development, IT Infra 24*7 support team of 177 resources for 3 years continuously. Not even a single resource resigned from my UnitedHealth Care India team within three years of my tenure
- ✚ Planned roadmap and business requirement into engineering deliverables, coordinating with onsite team in USA Business Segment owners (CEO, CIO, CTO, VP – IT, Director IT). Managed multiple UnitedHealth Care USA IT project staffing, Reporting and Problem Resolution, dived project execution, Created a large IT team in India and leadership for global execution team

❖ Worked as a Sr. Project Manager IT at Tech Mahindra European Headquarter, Milton Keynes UK for the Client British Telecom, London

▶ Key Responsibilities (Onsite-Offsite) of IM/KM as a Senior IT Project & Delivery Manager:

- * Deputed to UK onsite for Information / Knowledge Management Portal INFORMe comprising 53 application projects for British Telecom. Coordinated customers at Sr. Management level including Vice President IT, CIO, CTO, Sr. Program Director IT
- * Built a team of 90 for INFORMe & eAssistant project comprising 72 offshore and 18 onsite members including 18 Direct Reports (14 British Telecom Delivery Managers and 4 Tech Mahindra Delivery Managers) were reported to me directly.
- * Managed multiple deliveries in tandem. Reported project status meeting to BT PMO for 53 different projects INFORMe portal
- * Supervise activities of Project & Delivery Managers, ensuring regular reporting to the British Telecom PMO
- * Worked with the Line of Business (LoB) Managers pan British Telecom, London Head Quarter within Openreach and supporting the client to fully utilize the IM/KM systems (INFORMe & eAssistant), identify value add changes / new additions, proactively or at Customers direction covering entire country (UK)

▶ Key Activities as per One IT Agile Methodologies:

- * First unique point of contact for advice on how to progress a system change / request for new piece of work and obtain “sign on” agreement from customer. Facilitate production of Business case as and when required.
- * Requirements capture and providing value-added EG advise to the Customer. Manage customer expectations by managing priorities & resources. Planned and provided for contingencies.

▶ Worked with delivery team to:

- * Created design specification documentation and clarify any changes to design or advice on new design & ensure all stages of testing take place. Oversee Deployment involving handover to the client & support.
- * Proactively seek customer sign off. Managed post-deployment Change Requests to successful conclusion; and IM/KM products in-life (BAU). Represented Information Management programme at key forums / boards pan Openreach, BT and Customers requirement.

❖ **Accolades:** Received **Appreciation Award** for my excellent work performed on **Ingenium** project “mylife” developed by SOLCORP - Canada. Coordinated, delivered world class insurance product customization for India at Max New York Life Insurance Company Ltd.

❖ **Summary:** Technology Leader with more than two decades of experience including 7 years international IT experience for defining and executing IT strategy in alignment with business needs, business development, leading digital transformation with emphasis on agile transformation, automation, software/ product engineering culture and systems thinking; leading large and complex multi-year transformation programs; built best-in-class global technology operations; attracting and retaining top talent; nurturing culture of performance and innovation through capability building, collaboration and thought leadership.

Personal Details

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