

NIKHIL JAISWANI

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Digital Transformation Executive with 20+ years of leadership experience driving transformation strategy and advanced technology innovation to Clients. Outcome-focused leader adept at inspiring teams and ensuring business goal alignment to deliver quick tactical wins while progressing to achieve strategic objectives for sustained business change.

Business-Focused Solution Development & Delivery Leader with background spanning solution architecture, technology integration and support. Earned trusted advisor status with clients through deep understanding of core business needs, impact of technology and transformation program execution. Partnered with business leaders to drive enhanced customer outcomes and financial performance, by enabling improvements to current-state of business operations.

WORK EXPERIENCE

April 2009 – Present

Engagement Director
Cognizant Technology Solutions

November 2005 – March 2009

Delivery Manager
Satyam Computer Services Ltd.,
(Now Tech Mahindra)

March 2005 – October 2005

Technical Lead
Karna Global Softek India Private Ltd.,

January 2003 – March 2005

Analyst Programmer
Landmark Gulf Group

June 2000 – December 2002

Senior Software Engineer
Landmark Infotech Systems and
Solutions Private Limited

ACADEMICS

Masters in Computer Application

Bachelors of Science (Statistics)

CERTIFICATIONS/PUBLICATIONS

- Program Management | The George Washington - University School of Business
- Leading Complex Projects | The George Washington - University School of Business
- Leadership for Strategic Execution | Stanford Center for Professional Development
- SCRUM Master (Certified) | SCRUM Alliance
- Microsoft Certified Professional (MCP)

AREAS OF CRITICAL IMPACT

STRATEGY

- Understands business objectives and goals, define the ways in which technology can enable them, establish the business case and translate these ideas into a multi-year digital transformation strategy and project roadmap that reflects business priorities.
- Identify and develop processes to improve overall organizational efficiency and effectiveness (data management, documentation, information dissemination, etc.).
- Maintain a highly qualified and motivated team. Responsible for all mentoring, training and development as well as periodic and annual reviews

METHODOLOGY

- Advocate agile approach to portfolio communication, and product lifecycle management for a successful digital transformation.
- Build and present business case(s) for digital initiatives based on industry trends, business need and scalable growth. This includes the integration of platforms/solutions, better use of the current platforms/solutions, and/or introduction and implementation of new platforms or solutions.
- Set direction, build consensus, mediate conflicts, and help to create an environment which solicits contributions from all participants at all levels (i.e. senior leadership, developers, vendor partners etc.) and functions (i.e. business partners, IT).
- Create and maintain a long-term technology road map for the business function and current performance to innovate through technology investments (both customer/partner-facing and operational improvements).

PROGRAM MANAGEMENT

- Manage and oversee the delivery of projects necessary to execute on the defined strategy and success criteria. This includes requirements gathering, business case development, technology selection, project management, implementation, end user adoption, and governance of in-house developed solutions.
- Evangelize the current and future solutions to platform stakeholders, finding opportunities to collaborate and drive adoption.
- Lead third party technical and outsourcing relationships to deliver on project and operational support objectives.
- Define and implement metrics to measure progress against strategic objectives.
- Collaborate with the leadership team to optimize the technology portfolio according to impact, priorities, budget, and resource availability.
- Drive complex transformational projects, driving clarity among multi-functional stakeholders.

PROCESS AUTOMATION

- Oversee and manage a portfolio of projects related to robotic process automation (RPA) and latest advances in this area, while leading end-to-end execution of multiple RPA projects, varying in size and complexity.
- Govern the prioritization, RPA roadmap, and delivery across automation projects, as well as ongoing Support and Maintenance activities.
- Developed business case, business requirements, and business / third party vendor resource requirements for each requested RPA opportunity.
- Conduct regular process automation review meetings while simultaneously monitoring issues and risks, as well as their mitigation, related to RPA implementation with IT, business, and third-party vendors.

CRITICAL PROJECTS EXECUTED

Engagement Partner - A Leading Energy & Utility provider New York **Cognizant Technology Solutions | Since October 2019**

Responsible for the delivery of the applications portfolio which include application development, transformation and maintenance & support for ~400 applications in Managed Service model.

- Driving the implementation of ServiceNow tool and define the best in class ITIL processes for Incident, Service Request, Change Management, Problem Management and Knowledge Management.
- Lead the implementation of the Debt Management tool towards identifying the opportunities for automation, application enhancements and other relevant activities.
- Set up proactive monitoring of critical applications through AppDynamics.
- Credited for defining the process for new projects and application enhancements across portfolios and new projects using Agile methodology.
- Drive governance meetings with client senior leadership teams and identify/mitigate risks & issues across engagement ecosystem.
- Assess and recommend the DevOps strategy

Head of Transformation and Service Management - A leading global Life sciences client based out of NJ

Cognizant Technology Solutions | July 2018 – September 2019

Spearheaded a team of close to 200 IT specialists executing application support across the globe and delivered optimum results through streamlining processes, driving continuous improvements and leading the automation strategy.

- Standardized the ITIL process and consolidation of ITSM tools in to ServiceNow for 800+ applications across Multiple regions - NA, EMEA, LATAM & ASPAC including the implementation of new target operating model.
- Partnered with client leadership teams in defining & implementing SLA's as well as developing the SLA's dashboard in Tableau tool.
- Led the automation discovery phase of analyzing 140000 tickets via debt management tool and identified opportunities to reduce ~15000 tickets through automation, ~7000 tickets for left shift and ~3000 tickets for chat bot solutions.
- Championed and Implemented multiple use cases in production using blue prism and achieved ~3000 tickets reduction YOY.
- Identified opportunities in improving end to end business process resulting in meeting business SLA's.
- Delivered & Exceeded in few areas the agreed SLA for the first two quarters in 2019.

Engagement Director - Xerox Corporation / Conduent | Cognizant Technology Solutions | February 2013 – June 2018

Successfully executed the transition and management of applications, infrastructure and resources for the Commercial Portfolio (Learning Services, Financial Accounting & Procurement, and Core Product Development).

- Transitioned 400+ associates across USA, Guatemala, Malaysia and India to provide services for application development, application maintenance, Desktop and server support, service desk and supporting new RFP's.
- Consolidated the service desk across USA, Malaysia and India across different business groups and streamlined the process and knowledge across the associates resulting in cost savings of \$150k YoY.
- Implemented CAST, application intelligence platform to perform assessment on the current code scalability and identified opportunities for improvement / implementation of the same.
- Streamlined the project management process across the FA&P business unit and implementation of Agile delivery model.
- Partnered with client leadership and successfully led the assessment of existing user interface assessment and defining the new user interface wireframes & visual design.
- Led the team in implementing the native mobile app for the core product and defining the architecture using Restful services.
- Partnered with clients in defining the strategy for social collaboration within the learning services portfolio for users to share the knowledge.
- Defined and Successfully implemented the agile delivery model for new implementations to clients resulting in meeting the contractual SLA and on time with high quality.

OTHER PROJECTS EXECUTED

- Delivery Lead - Toyota Motor Sales (TMS) USA | Cognizant Technology Solutions | August 2010 – January 2013
- Delivery Manager - Fédération Internationale de Football Association (FIFA), Switzerland | Satyam Computer Services Limited (now Tech Mahindra) | March 2007 – March 2009
- Delivery Manager - Currencies Direct, London | Satyam Computer Services Limited (Tech Mahindra) | November 2005 – February 2007

CORE SKILLS

- Strategic Planning
- Team Building & Leadership
- Consensus Building - Executive Presentations
- Program / Project Management
- Process Reengineering
- Business Transformation / Transition Management
- Change Management
- P&L
- Risk Management
- Integrations
- Delivery & execution

TOWN HALLS

- Addressed the Cognizant teams in India / Guatemala during visits and assisted in establishing the program strategy
- Addressed Town Halls in the USA for all delivery associates within designated portfolio.