

SARATHKUMAR PRABHAKARAN



+91- 9841275577



sarathkumar.prabhakaran@gmail.com



<https://www.linkedin.com/in/sarathkumar-prabhakaran-4698167b>

OBJECTIVE

Dynamic leader with 20+ years' expertise in IT Service Delivery, Software Engineering, Digital Transformation, Data Analytics & AI. Proven track record in driving innovation and optimizing operational efficiency. Seeking leadership roles to pioneer tech initiatives and propel organizational excellence.

CORE COMPETENCIES

- Digital Transformation
- Strategic Planning & Leadership
- Change & Transitions Management
- Data Analytics & AI
- GIC Insourcing & Outsourcing
- Business Process Improvement
- Stakeholder Engagement
- Vendor Management
- Enterprise Platforms rollout
- Technology Integration

Technical Skills

AI Technologies:

- Python
- Spark
- Docker
- Airflow
- Computer Vision
- GitHub Copilot
- Generative AI (e.g., ChatGPT)

Data Analytics & Engineering

- Snowflake
- Talend
- OBIEE
- PowerBI
- FiveTran
- DBT
- Informatica
- Cognos
- Python
- MySQL
- Java
- .Net

PROFILE SUMMARY

Over 20 years of expertise in driving organizational excellence through strategic planning, operational efficiency, and technology integration. Demonstrated success in establishing Global In-house Centers (GIC) and insourcing operations, optimizing costs while enhancing service delivery. Proven track record in architecting scalable big data infrastructures and leading large, diverse teams to implement transformative initiatives. Currently spearheading Data Analytics, AI, Application Engineering, and Solutions & Service Delivery at AstraZeneca Bio Pharmaceutical, managing a team of 400+ professionals. Known for leveraging advanced digital capabilities to achieve business goals and foster innovation.

KEY SKILLS & ACCOUNTABILITIES

Leadership & Team Management

- **Leadership of Large Teams:** Heading a team of 400+ IT professionals in Data Analytics, AI, and Software Engineering & Service Delivery at AstraZeneca Bio Pharmaceutical.
- **Global Team Management:** Recognized for enhancing operational efficiency and implementing cutting-edge technologies while leading global teams.
- **Stakeholder Engagement:** Engaged with key internal stakeholders to drive collaborative solutions, fostering partnerships for strategic business outcomes.
- **Vendor Management:** Managed strategic vendor partnerships to optimize service delivery and support insourcing strategy, fostering collaborative relationships.
- **Business Areas:** Enabling Functions: Finance, HR, Legal, Regulatory & Corporate Affairs, Global Sustainability, Group Compliance, Commercial, Internal Audit & Global Business Services, R&D: Translation Science

Key Accountabilities

- **Solutions & Service Delivery:** Enforced industry-leading ITIL methodologies for enhanced service delivery, ensuring best practices for IT operations management. Leveraged AI-driven analytics to optimize IT service processes and improve incident resolution times.
- **AI and Digital Capabilities:** Skilled in insourcing IT operations functions, establishing advanced digital capabilities, and implementing governance structures. Well-versed in utilizing cutting-edge AI technologies such as Generative AI, natural language processing (NLP), computer vision, and deep learning for automation and insight generation.
- **Strategic Enterprise Platforms:** Responsible for delivering use cases on our strategic enterprise platforms, Data Hubs, and driving the adoption of Data Mesh approaches. Ensuring that Continuous Improvement, Automation, and Re-use are at the heart of everything delivered
- **Budget and Resource Management:** Manage budgets, staff, and contracts to meet delivery and service demands. Drive cost savings and plan for future needs.
- **Strategic Leadership:** Spearheaded successful strategic initiatives, showcasing a history of effective leadership in driving organizational growth and innovation.
- **Technology Integration:** Integrated advanced digital capabilities, such as AI, data analytics, RPA Intelligent automation, into insourced operations, driving innovation and efficiency.
- **Cost Optimization:** Achieved a 50% reduction in operational expenses through cost-saving initiatives, optimizing financial resources for enhanced performance
- **Culture of Innovation:** Fostered an environment that nurtures creativity and innovation, encouraging a culture of continuous learning and development.

Enterprise Software and Applications:

- Workday
- SAP Concur
- Oracle Hyperion
- Oracle ADF
- PowerApps O365 Technologies
- Hyperautomation/RPA (Automation Anywhere)
- MuleSoft
- Snap Logic

AWARDS

- CIO IT Excellence Award
- GTC Director Award for RPA Capability
- ITLT Award for Managerial Excellence
- Automation Anywhere Industry Innovator Award
- NASSCOM Award for RPA
- Confederation of Indian Industry (CII) Award for Lean Projects
- EVP Award for RPA Japan.
- Annual Awards for Run IT Digital
- CIO Award for SAP Concur T&E rollout
- Star Award for Citrix Desktop rollout
- IT Service Excellence Award

Key Projects

- Global Insourcing & Outsourcing of IT Support & Engineering
- Finance Transformation Project
- Application Engineering Projects for R&D Science
- Establishment of Hyperautomation Capabilities like RPA, Power Suite, SharePoint O365
- Establish Data & Analytics Capabilities
- Rollout of Enterprise Platforms like Workday, SAP Concur, High radius, Servicenow, Sabacloud, Enablon

GIC Benchmarks:

GITC Innovation Lead | Site Tower Lead
| Sustainability Champion | Lean
Champion | Business Continuity
Champion

WORK EXPERIENCE

Jun'15- Present | AstraZeneca Bio Pharmaceutical - Director IT & Global Head of Data Analytics, AI, Solutions & Service Delivery.

Service Delivery Leader | Head of Data Analytics & AI | Technology Delivery Lead

- Led diverse teams and initiatives encompassing Data Analytics, AI, Application Support, Software Engineering and Technology Delivery.
- Served as a key member of the IT & GIC leadership team, providing strategic direction and guidance to support organizational growth.
- Led diverse teams and initiatives encompassing operations management, technology delivery, and business partnership roles.
- Collaborated closely with global business services to align IT solutions with business objectives, driving efficiency and effectiveness.
- Served as a key member of the IT leadership team, providing strategic direction and guidance to support organizational growth.
- Demonstrated expertise in leadership, solution management, and service delivery, with a focus on driving innovation and maximizing business value through technology
- Established strategic partnerships with global business services, leveraging technology to enhance service delivery and drive business outcomes.

Key responsibilities:

- Head of IT, part of Global In-house Center (GITC), driving advanced digital capabilities including DevOps Platform teams, Application Support, Service Delivery, SaaS Cloud products, Robotics Process Automation, O365 Centre of Excellence, RPA Hyper Automation, Data Analytics & AI projects.
- Manage strategic partnerships with vendors to drive business objectives and optimize service delivery.
- Oversee budget allocation and financial planning for optimal resource utilization in alignment with business goals.
- Head the Center of Excellence and Community of Practice for all technologies, fostering collaboration, sharing best practices, and driving innovation across the organization.
- Lead the innovation charter, identifying and implementing emerging technologies and solutions to drive business growth and competitiveness.
- Spearhead the design and deployment of scalable data warehouse solutions, leveraging platforms such as Snowflake.
- Direct the integration of data warehouse solutions with existing ETL processes, optimizing data ingestion and transformation workflows.
- Utilize advanced analytics tools like Micro Strategy, Power BI, and AI capabilities to optimize data insights across business areas.
- Lead Talend and Oracle EPM Cloud migration initiatives to enhance data integration and financial planning processes.
- Lead the insourcing of IT operations functions to GITC, driving advanced digital capabilities and efficiencies.
- Implement and manage enterprise software solutions such as SAP Concur, S4 Hana Transformation, High Radius, Servicenow, Sabacloud, Workday, Mule Soft, and RPA capabilities to enhance financial management and operational efficiency.

Sep'13- Jun'15 | IBM India Pvt. Ltd. | Global Delivery Manager - Infrastructure & Mainframe Operations

Key responsibilities:

- Accountable for project delivery of Mainframe infrastructure services for AP Moller Maersk Shipping & Logistics.
- Managed delivery functions in on-shore off-shore model, collaborating with technology managers and ensuring service excellence.
- Established operating metrics, continuous improvement initiatives, and strategic reporting structures.
- Led problem resolution strategies, managed release processes, and monitored service delivery metrics on a global scale.
- Orchestrated transitions to the Pure Flex cloud platform, facilitating seamless migration and optimizing infrastructure for enhanced scalability and flexibility across all platforms used by Maersk as a shipping company.
- Implemented cloud engineering and data center transitions, improving system availability and operational efficiency while leveraging the Pure Flex cloud platform and other relevant platforms used by Maersk.

PROFESSIONAL
ENHANCEMENTS

- ASIA Business Leader, INSEAD Business School, Singapore
- Professional Certification in Business Management, Indian Institute of Management (IIM)
- Future Leaders Certification (FLP) Accredited, Performance Consulting International (PCI, UK)
- SAFe SCRUM Master, Product Manager Certified
- Lean Practitioner Certified
- PRINCE 2 Certified
- ONTRAC Certified Team Leader, QBar Technologies Private Ltd
- Supply Chain Finance Certification from Global Channels Management, RBS

EDUCATION

- PG Certification In Business Management, Indian Institute of management, IIM Kozhikode
- MBA in Human Resources, University of Madras
- Bachelor’s in Computer Science, University of Madras
- Executive PG Certification in Data Science & AI, IIT Roorkee (-)
- Global Leadership Program, INSEAD Business School, Singapore
- DNIIT Certification in NIIT Ltd.

PERSONAL DETAILS

- **Date of Birth:** 22-Dec-1982
- **Languages:** English, Hindi, Tamil, Malayalam
- **Address:** 75 C/53, Ganesh Nagar, Ishta Sidhi Vinayagar Street, Selaiyur, Chennai - 600073, India
- **Visa :** Business - UK, US, Schengen Countries

- Served as the Delivery Manager for all platforms utilized by Maersk as a shipping company, ensuring consistent and high-quality service delivery across the entire technology stack.
- Acted as the Prime Mover contact for DCM (Data Center Migration) operations, liaising directly with the customer to coordinate migration activities and ensure smooth transitions to new data center environments.
- Standardized work practices, developed CSI processes, and promoted a culture of quality and continuous improvement, encompassing all platforms utilized by Maersk for comprehensive operational excellence.
- Facilitated strategic projects, risk & audit programs, and continuous improvement initiatives, integrating capabilities from all platforms used by Maersk to drive innovation and agility within the organization's technology ecosystem.
- Implemented cloud engineering and data center transitions, improving system availability and operational efficiency.
- Governed Infrastructure Service Projects, ensuring business case tracking, delivery, and benefits realization.

Dec’05- Aug’13 | Royal Bank of Scotland Group (RBS) | Manager - Application Support, Change & Transition

Key responsibilities:

- Led a team of software engineers and analysts, fostering a culture of excellence and innovation in IT application support and testing across multiple platforms.
- Acted as an IT Subject Matter Expert (SME) for the Global Bank Trade Finance Platform, trade limit exposure systems, and international trade finance channels, ensuring effective troubleshooting and resolution of complex issues.
- Conducted thorough impact analyses and coordinated business checkouts to minimize disruptions during system changes and transitions, leveraging comprehensive knowledge of the technologies and platforms involved.
- Collaborated closely with stakeholders to understand their technology requirements and expectations, driving the successful delivery of IT services and solutions tailored to their specific needs.
- Led the India transformation project for the bank, encompassing digital transformation of channels & platforms, IT asset management, and contract audits.
- Achieved outstanding results in managing IT application support across diverse platforms, including the Global Bank Trade Finance Platform and international trade finance channels.

Feb’03- Dec’05 | Aircel Ltd. (Telecom) | Corporate Relations & Business Support Officer

Key Result Areas:

- Led the customer query center, email support desk, and corporate IT portfolio related to telecom billing systems (BSCS).
- Managed the implementation and optimization of billing systems, ensuring robust customer query handling and service excellence.
- Spearheaded enhancements in service request workflows and effectively managed transitions between billing systems.
- Played a pivotal role in the implementation of billing systems, adeptly managing customer queries and ensuring service excellence.
- Led technical improvements within the IT billing domain to elevate customer satisfaction and operational efficiency.