

Mahesh Mulchandani

IT Professional with 20+ years of experience in building Quality Software projects / products for diverse Customers leveraging expertise of teams that are focused on Expertise, Collaboration, Exploration & Transparency. Built efficient Delivery organization with Scalable Team Structure, Evolving Processes, Data Analytics and Actionable Metrics.

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Last 10 Years EXPERIENCE

Ergo Technology Services, Mumbai — Independent Consultant

August 2022 to February 2023

Setup Resource Demand Supply processes, standardize Job Descriptions, Work with Recruitment to Hire candidates based on Job Descriptions and Update onsite team on fulfillment, skill matching and project allocation status

LearningMate Solutions Pvt. Ltd., Mumbai — VP Tech. Delivery

August 2018 to April 2021

Worked as VP Technology serving Customers from US, UK and India. Helped grow Delivery organization from 300 to 700 in 3 years utilizing Agile methodologies and structured Pre-sales organization to meet time critical and winning proposals.

L&T Infotech Ltd, Mumbai — Senior Manager

May 2010 to July 2018

Worked in various roles - Account Management, Software Delivery Management, Operations Management and Resource Planning and Management.

EDUCATION

IBMR, Pune University, Pune — Masters in Mgmt Science

1996 to 1999

Three years course in Management Science (2 Years DBM and 1 Year MMS) covering general management and IT Systems Mgmt.

BIT, BTE Maharashtra, Mumbai - Dip. in Computer Technology

May 1990 to May 1991

BIT, BTE Maharashtra, Mumbai - Dip. in Digital Electronics

May 1987 to May 1990

SKILLS

IT Delivery & Program Mgmt, IT Supply Chain Management, IT Resource Planning & Forecasting

Agile, Jira, Confluence, Clarity

React, Angular, ROR, PHP, .Net, Java, Spring Boot, EJB, C#, D2K, Foxpro, Microsoft Visual Code

Oracle, MySQL, Mongo DB, SQL Ser.

Tableau, Power BI, Cognos, Figma, Adobe XD, AWS, Azure

Continuous Education:

Product Management Program from IIM Vizag (Jan to July 2024). Self study on Generative AI, and Salesforce.

Certification and Courses

IIM Ahmedabad, Senior Management Prog. - 2009 Batch. PMP Certification, PMI, 2009-15. Design Thinking, Leadership Journeyman - LTI

Domain Experience

Banking, Insurance, Payment, Lease & Loan Mgmt., Ed- Tech, CRM, CE, Manufacturing, Securities & Retail

Key Clients

GE Capital, Pearson, Norwich Union, CFC, Hitachi, L&T Insurance, SBI Life, Colgate Palmolive, Oxford University Press, Springer Nature, HDFC Ergo.

PROJECTS

People Demand / Supply Management

Streamlined Demand / Supply process engaging with various Delivery Centres and Product Owners which resulted in improvement of Time to Fulfill.

Help setup Project Management Office with focus on Strengthening Processes and increase Automation

Reviewed and Worked with Delivery teams to ensure KT Plan is in accordance to Objective Sizing and progress of the same is satisfactory

Helped in initial setting up of Project Management Tool - Clarity for global roll out - which helps in Project Management and Demand / Supply management

Improve Fulfillment by working closely with Recruitment Partners and sourcing candidates from best organizations

Fortnight reviews with CXOs for project progress and track KPIs of the unit.

Delivery Head Technology Horizontal

Led Technology Horizontal servicing top universities, publishers and online program management companies in USA, UK & India

Responsible for revenue growth and unit profitability by driving innovative practices, product and solution implementations.

Increased Technology Horizontal headcount by 117% in 2 years, while maintaining CSAT of 3.65 on scale of 4. 80% of customers gave excellent feedback.

Pre-sales : Delivered winning and profitable proposals, adding new logos every quarter.

Solutions Review : Ensured voice of Customers received thru CSAT and customer interactions are incorporated.

Standardized software delivery processes by implementing Agile best practices, resulting in consistent on time delivery with quality resulting in improved customer satisfaction

Developed products from Inception to production leveraging Design Thinking principles, with a focus on content authoring, assessment authoring and delivery platforms like LMS & ePub readers

Established high touch customer connects thru Monthly Business Reviews.

Successfully transitioned delivery teams to 100% WFH during the pandemic, ensuring business continuity and no loss of productivity

Role:

Independent Consultant

Company:

Ergo Technology Services, Mumbai

Duration:

August 2022 to February 2023

Designation:

VP Technology Delivery

Company & Duration

LearningMate Solutions Pvt. Ltd,
Mumbai

1st August 2018 to 30th April 2021

Technology Stack

React, React Native, Angular, ROR, PHP, .NET, Mongo DB, SQL Server, AWS, GCP, Salesforce

Products / Custom Built Software

Product Implementation :

LMS - Custom built using Framework.
Data Warehouse & Power BI Actionable Dashboards.

Test Management - based on QTI standards. Standards Management.
Content Creating / Editing Tool

Analytics & Insights COE

Responsible for setting team, measures and systems to capture raw data pertaining to software development.

Worked with various functions within Organization like Delivery, IT Systems to design and build “New COE” with focus on data driven decision making and would include focus on building metrics.

These metrics help in achieving goals of Customer centricity.

Role & Company :

Senior Manager

L&T Infotech Ltd (LTI), Mumbai

Duration:

April 2018 – July 2018

Managed Offshore Development Centre

Managed Large FMCG client having offices around the world. Team of 80+ Team members operating from Multiple locations, 5 Project Managers. Projects have both Fixed Price and T&M components.

Working with client for solutioning on S4 Hana, GDPR and Future Platforms Technologies used are SAP both Functional and Technical, Tableau, Salesforce

Role & Company :

Key Delivery Manager

L&T Infotech Ltd (LTI), Mumbai

Duration:

April 2017 – March 2018

People Supply Chain - Planning & Analytics

Achievements Intelligence on Resource Management, Analysis of Fulfillment KPI's and its effect on Utilization and Bench.

Work with PSC Senior Management on Reporting and 90 days resource plan. Increase Automation

Moved Manual reporting to Systems (over 20 reports)

Triggers for Exception events & Data sharing on need to know basis

Help Improve System Workflows for faster fulfillment times

Role, Company, Technology :

Senior Manager – PSC

L&T Infotech Ltd (LTI), Mumbai

Cognos, Power BI, MS Excel

Duration:

January 2016 – To March 2017

Analytics Driven Operations and Resource Planning

Heading forecasting interaction with Business Units to provide Monthly, Quarterly and Yearly Forecasts and Budgets of business and resource requirements.

Designed & Developed Analytical engine to Predict Business Growth next quarter and half year ahead.

Improve Pyramid Structure resulting in Reducing Average Employee Cost, Managing IT Systems enhancement program, Link Systems involved in Opportunity to Fulfillment cycle

Establish process for Delivery / Sales and Fulfillment teams, Training Needs, Analytics back end also produced training needs at Organization level, Trainee Intake Program, Multi & Cross Skilling of Associates,

Role & Company :

Managing Forecasting, Planning and IT Systems Mgt. functions

L&T Infotech Ltd (LTI), Mumbai

Duration:

January 2016 – To March 2017

Domain Skilling of Associates

Delivery & Account Management

Managed accounts with revenue over 7 million USD per annum

Helped build business with Indian customers SBI life and HDFC Ergo

Managed L&T Insurance account with team size of over 30

Account Management with focus on increase in wallet share, working with Clients on MSA, working with Pre-sales for increase in business from customers.

Technical Project Management (6 years)

Payment Gateway (Online / Offline)

Headed Technical Department for Online Payment Gateway Systems - managed Design and Development for Techprocess solutions which integrated with Merchants and Large Indian Banks on the gateway platform for processing of payment transactions Online.

Also managed Offline Payment Systems which focussed on ECS processing.

SAN based Product Development

Managed development of Java based SAN product for Hitachi and subsequently was responsible for Support and enhancements. This product helped organizations maintain active backups and ensure recovery without loss of data.

No / Low Code Product Configuration based on Java Server Faces

Managed Program of integrating various Mainframe and other Legacy system with Web based system

Successfully managed Requirements detailing program. Built solution & proposal which was won.

Solution helped Marketing teams to configure User Interface for their customers without requiring Developers.

Managed Offshore Delivery Center

Delivery manager of account with 50+ team members spanning across Java and Dot net technologies. Delivered error free deliveries which helped the company maintain ongoing business with CFC Managed Multiple applications focusing on Banking operations

Role & Company, Duration :

Engagement & Delivery Manager, L&T Infotech Ltd (LTI), Mumbai.

May 2010 to May 2012

Technology Stack::

Policy Admin Systems, CRM, Graph Talk, Guidewire

Role, Company , Duration & Tech. :

Delivery Head, Techprocess Solutions, Mumbai

June 2007 to September 2008

Java, Servlets, .NET, Bugzilla

Role, Company , Duration & Tech. :

Project Manager, Patni Computers

February 2006 to June 2007

Java, JDBC

Role, Company , Duration & Tech. :

Project Manager, Wipro Technologies Ltd.

December 2004 to February 2006

Java, EJB, Servlets, Java Server Faces

Role, Company , Duration & Tech. :

Project Manager, Wipro Technologies Ltd.

December 2004 to February 2006

Java, EJB, Servlets, JMS

Managed Offshoring from USA and Delivery Center

Headed multiple projects

Internet based Application for School Management based on ASP Model (Application Service Provider) - with multiple schools within a district on a single Hosted Infrastructure.

Features Included : Student Onboarding, Attendance, Class Allocation, Instructions and Assessment

Application had interface for Parents to review the progress, attendance and any communication with School

Interface for Administrators to track allocations, admissions, rollovers.

Integration with Legacy application with Messaging Queues.

Responsible for developing offshore development center

Knowledge Transition from Teams laid off at client site

Role, Company & Duration :

Senior Project Manager (joined as Project Lead), Lionbridge

May 2002 to December 2004

Technology Stack:

Java, JNI, EJB, Servlets, HTML, CSS, JDBC, Swing, JMS, MQ,

Technical Design and Development

Worked on various projects starting as developer and graduating to become Designer..

Spend Management Tool

Panther Project - Lease and Loan Management System, Eastridge, Connecticut USA. Project to move Client server based projects to Internet Based project for GE Capital

Lead for Technology Group - which focussed building a No Code for Master Management System using Java and Oracle.

E-Mart - Early internet project focussing on ecommerce with features of Cart and Order Placing

Timesheet Management System - for Organization using Java, Servlets and EJB

Hospital Management System - for BM Birla Heart Research Kolkata, based on Oracle / D2K - migration to fix Y2K problem in previous Oracle Versions

Role, Company & Duration :

Tech Lead, System Analyst

Birlasoft Inc. USA- Feb 2001 to Oct 2001

Trigyn Technologies Mumbai - July 2000 to Feb 2001

Birlasoft Noida - July 1999 to June 2000

Technology Stack:

Java, EJB, Servlets, D2K, Oracle, IIS Server