

# R. Jayam Arun

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Overpoint	<p>A <b>competent result</b> driven <b>professional</b> with expertise in driving business outcomes through technology and digital transformation.</p> <p>Over 17 years of experience in <b>business</b> technology <b>management</b> across various functions including <b>Solution</b> design, client <b>relationship</b> management, program management, and consulting. Have been a part of several <b>complex transformational</b> and integrated services programs.</p> <p><b>Successfully</b> managed <b>large teams</b> of up to <b>80</b> members, guiding and <b>empowering</b> them to deliver <b>business objectives</b>.</p>
Professional Highlights	<p><b>Solution leadership</b> in Digital Transformation, Applications Engineering, Software Solutions and Products, Outsourcing and Offshoring, <b>sales</b> and <b>business development</b> to <b>enterprise customers</b></p> <ul style="list-style-type: none"><li>• Shaping and winning <b>strategic deals</b> through innovative solutions and financial engineering <b>commercial modeling</b>, handling customer discussions and negotiations.</li><li>• Demonstrated <b>success</b> in <b>leading 80+</b> team members, <b>critical cross-functional</b> teams, vendors, freelancers, project implementations, consistently achieving and surpassing business objectives.</li><li>• Engaging with Customer <b>business</b> and <b>IT Leaders</b> and Creating/ Defining Business Cases for large Transformation Programs, Cost &amp; Benefit Analysis, Revenue driver management</li><li>• <b>Proven</b> Track <b>record</b> in <b>large account/ relationship</b> Management, multi-fold account expansion, <b>improving profitability</b> through alternate working models, &amp; leading customer success.</li><li>• Engaging with <b>CXOs</b>, working with <b>multi-cultural sales</b>, solution, and <b>delivery</b> teams.</li><li>• Experience working across traditional outsourcing/offshoring and System Integration models to emerging trends such as Cloud-based propositions including SaaS/ PaaS/ IaaS.</li><li>• Experience in enrolling &amp; working with <b>sales</b> &amp; Technology partners, and <b>strategizing go-toMarket strategies</b> around specific product/solution pitches.</li><li>• Experienced in working with large and complex customers orchestration encompassing multiple technology practices with a strong conversion ratio.</li><li>• <b>1000+ RFI &amp; RFP</b>, PQQ for Fortune 1000 companies &amp; achieved a strong proposal conversion ratio.</li><li>• Working with Analysts &amp; Third-Party Advisors (TPAs) on painting '<b>big picture</b>' storyboards on capabilities.</li></ul>
Professional Experience	<p><b>Freelance Product Consultant - Apr 2015 - Till date</b></p> <p><b>Contract Roles: Product Head, Product Owner, Program Manager, CPO, CRO</b></p> <ul style="list-style-type: none"><li>• Solution / Sales leadership in Digital transformation applications engineering, software solutions, product development, commercial modeling, to <b>Enterprise customers</b>.</li><li>• End to end responsibility including proposition offerings, Proposal and RFX management till opportunity closure</li><li>• Engage with CEO's &amp; CXO for - Rapid Prototype, Fast MVP, Enterprise grade Product Development - Application re-engineering, Market fit - Revenue channels.</li><li>• Proven track record handling multiple products development and successful delivery.</li></ul>

	<p><b>Recent clients</b> Kyn, Yourplatform, Kalikambal Temple, Ominaya Technologies, Traxl, Calsoft, Future farms, Sailogabala, Prodesiign, Untaggable, Rapchat (<b>1 Million</b> + users), Exfx, Treehugger, Munch Facts, Payani, Prodk, Booyo, Udhiram, vMeet, Where2play.</p> <p><b>RR Donnelley India Outsource Pvt Limited</b> <b>Associate Client Manager</b> Mar 2014 - May 2015</p> <ul style="list-style-type: none"> <li>Consistently monitor and query master dump logs for workloads and sort them in order based on the urgency, priorities and TAT then delegate within the team to achieve high standard quality assurance and <b>KPI targets</b>.</li> <li>Responsible for a team consisting of <b>68 members</b> working on Financial Print Services, providing 24/7 service to clients across US, Asia and Europe. (Primarily fortune 500 companies) and delivering <b>results</b> under extreme <b>deadlines</b>.</li> <li>Create daily <b>dashboard</b>, <b>MIS</b>, automate <b>reports</b> using VBA, .net 13.0 framework.</li> </ul> <p><b>Accenture</b> <b>Sr. Process Associate / Business Analyst:</b> Jan 2010 - April 2012</p> <ul style="list-style-type: none"> <li>Collected <b>requirement</b> gathering for <b>SharePoint</b> development and project <b>delivery</b>.</li> <li>Querying master dump for workloads and sorting them in order based on the urgency, priorities and <b>TAT</b> then delegate within the team to achieve <b>KPI</b> targets.</li> <li>Consistently work with team mates to get improvement suggestions and <b>automate</b> work load using Excel Macros &amp; VBA Scripts.</li> <li>Lead continuous improvement efforts and teach, train, coach and mentor the team members for the use of <b>Lean Six Sigma</b> tools and Kaizen methodology.</li> <li>Create Process Workflow Document version updates based on the updates received on Share point</li> </ul> <p><b>Citigroup / TCS-eServe</b> <b>Relationship Manager:</b> Dec 2007 - Oct 2009</p> <ul style="list-style-type: none"> <li>Responsible for handling early-stage <b>collections</b> for CitiGroup UK (Unsecured Debts, 0 – 7 delinquency).</li> <li>Worked in the <b>Dialer</b> team for a period of 22 months and have maintained the <b>metrics</b> related to the same.</li> <li>Working on financial statements and helping customers with an appropriate solution on getting the <b>credit</b> line correct.</li> </ul>
<b>Awards</b>	<p><b>Top 10 Machine Learning Startups in India - May 2019</b> CIO- Review Magazine Bangalore</p> <p><b>Mentor - Smart India Hackathon</b> St. Joseph College, Chennai</p> <p><b>Public Speaker</b> Anna University, Chennai</p>
<b>Education</b>	<p><b>B.Sc Computer Science 2005 - 2008</b> Madras University</p> <p><b>M.Sc Machine Learning &amp; Artificial Intelligence</b> Upgrad - IIITB &amp; Liverpool University (Enrolled - May 2023)</p>