

Contact

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Top Skills

Outsourcing
CRM
Telecommunications

Languages

English
Hindi

Certifications

Digital Transformation
Software Architecture: Breaking a Monolith into Microservices
Data Analytics for Managers
Google Cloud Digital Leader Professional Certificate - Course 3 : Infrastructure and Application Modernization with Google Cloud
Google Cloud Digital Leader Professional Certificate - Course 4 : Google Cloud Security and Operations

Manish Bhardwaj

Technologist | Digital Transformation | Advanced DevOps - Carnegie Mellon | Ex-Entrepreneur & Board Member | Academic Advisor Counsel @NDIM | Speaker Coach Mentor
Gurgaon, Haryana, India

Summary

- * A seasoned business leader (Carnegie Mellon DevOps Certified) with 25+ years of experience in setting up businesses, driving business strategies and digital transformation programs with global organizations like Tech Mahindra, Colt, CHR Solutions, Sonepar and Concentrix.
- * Advise the world's largest technology brands like AT&T, British Telecom, IEWC, Ericsson, Nokia, Heineken, Tupperware and TDSynnex amongst others on digital transformation, market entry, growth, pricing call, SCM, product and portfolio strategy across multiple geographies.
- * Deep experience around setting up ODCs, NOC, SSC, startups, practice development and turnarounds.
- * Worked in the capacity of senior leadership roles including Board of Director, Managing Director - India, VP IT Operations. Director SAAS Delivery and gained deep insight into Sales/Pre-Sales, Technology, Delivery, SCM and Operations.
- * Exposure to startups & world class, matrix structured organizations; managed teams across USA, EU, MEA and APAC
- * Deeply engaged with leading educational institutions on Corporate Mentoring Program to engage with students, share insights to shape their professional journeys & help bridge the gap between the Curriculum and Industry Expectations

KEY SKILLS

- # Certified in Advanced DevOps from Carnegie Mellon University
- # Post-Graduate in Software Engineering, Certified Digital Transformation Executive, Certified in Data Analytics, Use Case Analysis (Rational Rose)
- # Consulting assignments, Strategic initiatives & turnarounds, Thought leadership & Engagement management, Automation & Optimization Initiatives, Tools & Partnerships

Knowledge/experience of CRM systems including Clarify, Siebel, Middleware Tuxedo with Oracle PL/SQL, C, C++

Experience in leadings teams and deploying solutions in -

- Cloud Platform – OCI, OAC, OCE, AWS
- CI/CD – Jira, BitBucket, Jenkins, SonarQube
- Virtualization / containerization – VMWare, Docker, Kubernetes
- Service / Integration – Spring framework
- SOA – OIC (ICS/ VBCS/ PCS)
- Database – Sybase, MySQL
- Big Data – Hadoop, Spark, Hive, Kettle, Nifi
- QC - Robot Framework, Selenium Grid, Jmeter, Jenkins, TestLink

Experience

Concentrix

Director - Enterprise Application Services

September 2021 - Present (3 years 1 month)

Gurugram, Haryana, India

CLARISITY Solutions

Practice Head - Digital, BI and Analytics

January 2021 - September 2021 (9 months)

- Lead the Digital Practice- Cloud Compute, BI & Analytics, RPA roadmap with complete P&L responsibility.
- Build a strong partner ecosystem with core focus on Cloud solution in OCI, AWS, Integrations using OIC (ICS, VBCS, PCS), SSIS, cloud support, Analytics solutions using Oracle Analytics Cloud, Power BI and Qlik, Oracle Content & Experience, BPM, RPA solutions using UiPath.
- Conceptualize new digital platform business models and solutions to create a unique value for the clients and establish a competitive advantage in the market place.

IEWC

Board Member and Managing Director India

January 2018 - June 2021 (3 years 6 months)

Gurgaon, India

Strategy Ownership

- Provide leadership for Divisional strategy, including the involvement of divisional and executive leaders and provide clear direction & resource prioritization

- Monitor & assess information & trends regarding the internal & external environment; and benchmark against the best companies in the world
- Direct the Division's investment choices & resources to the strategically important capabilities to sustain competitiveness for long term
- Identify strategic growth initiatives, including possible acquisitions, helping to define the fit, the associated synergies and value accretion

Operating Plan

- Provide leadership for planning & execution of the India plan & results
- Provide leadership for planning and execution of the India's top line & bottom line goals that ensure long-term business sustainability

Values & Culture

- Lead by example and hold Divisional leaders & staff accountable to uphold IEWC Values
- Ensure that all activities of the Division integrate a general duty of care with regard to legal guidelines, code of ethics, core values & policies to ensure we conduct business in the right way

Team Development

- Act as a champion for building high-performance teams
- Actively oversee leadership identification & development along with related succession plans in the Division

Key Stakeholder Management

- Maintain strong relationships & connections with key stakeholders including customers, suppliers, industry associations, banks, regulators & other key business partners

Management

- Develop Division's sales funnel with continual development of short & long term divisional revenue streams
- Mentor team members in sound sales practices, including pricing, margin management, operating expenses and trade working capital management

Trufen Adventures

Founder

June 2019 - December 2020 (1 year 7 months)

Gurgaon, India

There is a strong demand in the market for a place where family, friends and co-workers can come together and participate in an interactive gaming experience that takes you away from the virtual world of gaming into real time life size games. It challenges you at physical and mental levels.

To cater to this demand, we have launched AMazeXing (TM), an entertainment and gaming place across India, that offers time-based challenges, where the sole intention of the players is to solve the challenge in the room successfully, before the time runs out. It's a race against time!

Teamwork is paramount as you voyage through the themed time rooms. The rooms are packed with a punch of mental mystery, skill and physical challenges.

The games are designed in a way to help you & the group to develop and enhance motor skills, dexterity, concentration, problem solving, basics of science and ideas of symmetry. The entire group works as a team supporting each other, thereby building trust and teamwork and having FUN.

Aritos Consulting

President

July 2016 - December 2020 (4 years 6 months)

Gurgaon, India

Aritos is a business consultancy firm with a strong team of professionals and partners from various industries who advocate, recommend and implement the best practices in smart city implementation, power audits, telecom products, renewable energy solutions and startup advisory for market penetration, expansion, fund raising and management.

A comprehensive Center of Excellence (COE) of Consulting Services and Analytics help our customers take the best and innovative decisions to various business challenges faced by them to achieve the organisational goals.

Core Areas of Expertise: Consultancy in Business Transformation, Start-up Strategy, Thought Leadership, Smart City solutions, Green Telecom, Startup market penetration & expansion, brand launch, fund raising and investor mgmt.

Sonepar India

Business Head

July 2014 - June 2016 (2 years)

Gurgaon, India

- Overall Business and General Management responsibility for India including a deliverance of a strong positive EBIT
- Responsible for Profit/Loss, Sales (Products/ Services), Business Development and Strategy development and execution of Business Transformation from an export oriented organization to a 100% Local business centric company.
- Responsible for successful and seamless integration of all departments like Sales, Revenue Fulfilment, Collections, Sourcing, Quality, Logistics, Operations and Support functions. Ensured business continuity during integration, managed/ informed/ involved customers and motivated employees.
- Responsible for creating a partner driven Go-to-Market strategy, partner evaluation and progress stages, sales processes and stages. Identified key partners and competitors
- Ensuring Inventory Control and bad debt management
- Diversify business from a single centric customer to across the Telecom spectrum of Operators, OEMs and Installers as Phase1 of Business Transformation Strategy
- Diversify and establish business from core Telecom to Renewable Energy – Wind Power and LED Lighting as Phase 2 of Business Transformation Strategy
- Responsible for annual budgeting and 100% compliance to the same

CHR Solutions

Managing Director India

January 2010 - July 2014 (4 years 7 months)

Bengaluru, Karnataka, India

- Set up India operations
- Responsible for the creation of the strategic plan, implementation of the plan and execution for all aspects of business development and delivery for all business units including annual budget
- Responsible for ensuring that all business units and the combined operation are in line with meeting the company wide business goals
- Responsible for ensuring the company has developed and is executing on all compliance programs and requirements
- Responsible for being an advocate ensuring the fair treatment of employees and development of company culture
- Responsibility for the communications with the Board of Directors
- Responsible for all interfacing with outside legal counsel
- This role participated as a Director of the Company

Intersoft Data Labs

Director- Global Delivery and Sales

November 2008 - January 2010 (1 year 3 months)

- Give direction to the company in growing business in new territories (Africa, India, UK)
- Direct the company from being a Systems Integrator to a Consulting Organization
- Define Sales cycle and stages involved
- Setup Sales process in the organization to track the following -
 - tangible growth of accounts
 - activities of Sales team
- Streamline Delivery processes to ensure FTM, Lower OPEX thereby, increasing profits
- Re-organize the company to act as Domain/ Vertical specialist instead of Technology specialist – thereby facilitating the creation of Domain Experts in the organization
- QoQ growth of company's revenues from key clients in the US and India
- Expand partner network across the globe and identify key partners to help complete our service offerings
- Plan marketing events, sales conferences, participate in industry forums, etc...

Lifetree Convergence Ltd.

General Manager - Alliances and Business Development

July 2008 - November 2008 (5 months)

COLT Telecom

Engagement Manager - United Kingdom

November 2007 - July 2008 (9 months)

Tech Mahindra

7 years 3 months

Manager - Global Alliances

January 2007 - November 2007 (11 months)

Mumbai, Maharashtra, India

Managed relationship and CGBU product stack of Oracle and BEA.

- Own Relationship and drive combined business plan.
- Map the complete partner organization.
- Generate sales leads leveraging partner relationship.

- Senior Mgmt & Regional Sales Relationship.
- Facilitate Capability Building.
- Presales, Sales and Technical Training

Program Manager

March 2005 - January 2007 (1 year 11 months)

St Louis, Missouri, United States

Key responsibilities were Relationship Management, Operations, Account growth and Delivery for one or more Lead Team Managers (LTM) within AT&T.

Relationship Management

- o Monitor status of all engagements/projects with an LTM organization and resolve all escalations.
- o Manage all interactions with Executive Director/AVP/VP levels.
- o Develop and implement action plan to address both, transition and steady state issues, if any.

Account Growth (Sales)

- o Responsible for "Hunting and Farming" in the LTM area in AT&T Inc.
- o Revenue and resource forecasting.
- o Understand future business requirement for LTM.
- o Prepare strategy for identified growth areas.
- o Submit proposals to LTM and track them to closure.

Operations (Contract Management, Transition, Resourcing)

- o Manage contracts including Statements of Work, Transition Plans and Supplier Management Plans.
- o Ensure timely and accurate completion of all deliverables.
- o Resolve Invoicing and other operational issues.
- o Stream lining company's processes for better onsite/offshore coordination and increased efficiency.
- o Partner with local (US Based) companies for resource availability.

Delivery Management

- o Manage projects and provide oversight for all LTM projects, including issue management, risk management and timely completion of project deliverable.

- o Complete RCA for all escalations. Share key learning and corrective actions across all TechM teams. Provide feedback to impacted AT&T leadership.
- o Manage LTM program level metrics, including productivity gains and optimization.
- o Review LTM level metrics, ensure SLA compliance.

Transition Manager/ Release Manager

February 2003 - March 2005 (2 years 2 months)

Milton Keynes, England, United Kingdom

- Responsible for the delivery of code for SPACE - Broadband Repair teams: Third-Line Support and Application Support Group.
- Responsible for spearheading the BT 90:10 offshoring drive thereby, reflecting the costing gains to BT.

Transition Management

- o Transition of project and setup teams in nearshore (Milton Keynes) and offshore (Mumbai).
- o Monitor the health of SPACE program.
- o SPOC for all project issues and escalations.
- o Presenting SPACE program snapshot on a timely manner to the mgmt..
- o BT's 90-10 offshoring drive – design and implement.

Release Management

- o Manage projects and provide oversight for the development of Monitoring Tool.
- o Liaise with SPACE Quality Gate Manager for weekly releases.
- o Conduct Customer (Support teams) Surveys.
- o Manage impact assessments and prioritize the deployment fixes.

Software Engineer

September 2000 - February 2003 (2 years 6 months)

Mumbai, Maharashtra, India

Worked in the capacity of Software Engineer for a US based Telco - Alltel.
Technology used : PL/SQL, C, C++, Pro C, Sybase, Oracle, VB6

Education

Carnegie Mellon University School of Computer Science

Advanced DevOps, Computer and Information Sciences and Support
Services · (October 2022 - April 2023)

University of Virginia

Digital Transformation · (2020 - 2020)

University of Michigan

Data Analytics for Managers · (2020 - 2020)

University of Mumbai

Bachelors of Engineering, Electronics · (1994 - 1998)

Atomic Energy Central School

· (1980 - 1994)