

Summary

Delivery leader with 15+ years of experience leading enterprise cloud and SaaS programs, managing multi-location technical teams, and delivering large-scale transformation initiatives for global clients. Proven track record in workforce planning, multi-program delivery, and operational excellence with experience in enterprise reliability, disaster recovery, and cloud operations.

Professional Experience

Technical Product Manager | Automatic Data Processing | Chennai

Jan 2024 – Apr 2024

- Owned backlog and delivery priorities for the Site Reliability Engineering team supporting large-scale cloud-hosted HCM platforms, balancing reliability, cost and customer experience.
- Introduced automated observability and bot-driven monitoring, freeing 40 hours/week of effort and improving incident response.

Senior Technical Project Manager – Program Management | Automatic Data Processing | Chennai

Apr 2022 – Dec 2023

- Led delivery roadmap for DevOps and Site Reliability Engineering teams (40+ team members), supporting global enterprise customers with strict SLA and availability targets.
- Directed a global cloud resiliency and disaster recovery transformation, coordinating multi-region teams to improve RPO/RTO from 8 to 2 hours across critical customer-facing workloads.
- Built standardized multi-region spin-up and certification mechanisms, enabling repeatable onboarding and integrations for customers across Asia, Europe and Australia.

Technical Project Manager – Product Management | Automatic Data Processing | Chennai

Jul 2018 – Mar 2022

- Led go-to-market strategy and product roadmap for country-specific HCM solutions across Australia, Chile, and the UK by leading cross-functional teams through discovery, design and launch phases.
- Accelerated time-to-market for country-specific minimum viable products (MVPs) from concept to go-live in 6 months through standardized delivery models and agile execution models, enabling faster international expansion.
- Designed and delivered structured onboarding and technical training programs to scale engineering capability and productivity.

Project Leader – Professional Services | Automatic Data Processing | Chennai

Jul 2015 – Jun 2018

- Owned demand, capacity and workforce planning for an offshore delivery team of 16 engineers, using dashboards to manage 20+ concurrent client product workstreams per quarter and drive productivity improvements for UK-based enterprise clients.
- Enhanced operational efficiency by automating tasks and conducting Kaizen business process improvement workshops, driving a 12% increase in team productivity.

Team Leader – Professional Services | Automatic Data Processing | Chennai

Jul 2011 – Jun 2015

- Managed and developed a 5-member engineering team serving 15 clients annually. Led performance reviews, skills development, and delivery quality assurance across multiple customer implementations.

Application Developer – Professional Services | Vizual Business Tools | Chennai, Toronto

Jul 2007 – Jun 2011

- Partnered with a Canadian organization to develop a new human capital management solution onsite, accelerating market readiness by building complex features and empowering development, presales and business teams.
- Built customized modules aligned with large-enterprise HR and Payroll requirements.

Education

MBA (PGPX) – Indian Institute of Management, Ahmedabad | India

2025 – 2026

B.E (Electronics & Communication Engineering) – Anna University, Chennai | India

2003 – 2007

Accomplishments

- Consistent high performer with multiple awards for results-driven, innovative and collaborative deliverables in ADP.
- Secured state 6th rank in Higher Secondary Examination in Science stream.

Certifications

Professional Scrum Product Owner - Scrum.org, AWS Cloud Practitioner Essentials - Amazon Web Services, Generative AI Leader - Google Cloud, ESCP Paris and Berlin - Strategy, Innovation and AI in Manufacturing

Extra-Curriculars

- Vertical head in the Placement Committee of IIM Ahmedabad for PGPX program.
- Speaker at Product Management 101 session held by ProdMan club in IIM Ahmedabad.