

MURALI MOHAN

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A professional with experience in addressing business challenges by building and leading organizations, orchestrating organizational change and transformation in IT & ITES business enterprises with a global presence.

PROFESSIONAL EXPERIENCE

Delivery Manager at Estuate Software India Pvt. Ltd., Jul '19 to Mar '22

- Clients Managed:
 - Symantec (a Broadcom company), HCL Tech, Egnyte, Roche, Wisetail, Infiniti Solutions, IBM, Zendesk and Stanford University
- Role and Responsibilities:
 - Organizational effort aligned to Professional Services group of the client. Requirements include functional support to Sales, Sales Operations, Services Catalogue Management, Project Delivery, Customer Feedback and Revenue & Management Reporting
 - Engaging in operational challenges of client's practice/professional delivery services, create a framework for great customer experience and improved customer relationships driven towards increased revenue opportunities from project delivery and tasks/operations.
 - Lead and manage ISMS Audits across all its offices (Dedicated to Estuate's internal responsibilities)

Sr. Strategic Alliances Manager with CA Technologies (India) Pvt. Ltd. (a Broadcom company), Apr '07 to Nov '18

Organizational Management Role and Responsibilities

- Develop and manage global partner program, achieved consistent growth of 15% YoY in partner renewals
- Engage with various corporate functions to create new market opportunities and increase sales through channel development
- Elaborate and diverse matrix management responsibilities of people and processes in global projects
- Lead process improvements initiatives using Scrum Agile, SAFe and/or PMI Frameworks related to partner operations – certification, enablement, and solution development.
- Enable methodology and standards adoption to address planning and execution challenges, conduct regular follow-ups to ensure adherence.
- Manage a comprehensive certification process for partner alignment on product strategy, solution development and partner capability
- KRAs Achieved
 - ~100% success in operations, process excellence and internal project delivery with assistance from IT Organizations & Vendors. Projects and processes managed are:
 - Partner Program Operations Governance projects
 - Salesforce (SaaS) roll-out of PRM Module across Partner Organization
 - Adoption of SAP module for Partner Fee Billing & Program Alignment revenue recognition
 - MS-SharePoint (form internal information management) – Administration & Maintenance to address Partner Program repository, Alliances Contacts, and their respective resources
 - Deployment of dashboards and reporting modules
 - eCommerce platform to host partner solutions
 - Escrow process management for solution codes
 - Operational processes for recognition of On-Prem, SaaS and Cloud revenues respectively
 - Digital Marketing for partner listings and improving SEO
 - Partner Marketing collaterals, Partner Solutions Catalogue, Briefs, Templates, etc.

Individual Contributor and Quasi-management Role and Responsibilities

- Product Ownership & Project Management responsibilities
 - Report and manage partner solution development and deployment projects
 - Work closely with Product Engineering, Support and Practice Services
 - Ensure solutions delivery and roadmap adherence for diverse product groups organizations
 - Be **The LIAISON** for the global stakeholders in delivering unmatched partner and customer experiences

- Manage operations and administration of Strategic Alliances partnerships with IBM, AWS, Microsoft, Oracle, SAP, Red Hat & Novell to enable engineering teams
- Partner promotion and enablement to address diverse product customization challenges by
 - Developing Partner Solution Brochure for preferred partners
 - Developing a categorised partner repository to identify and target key solution offerings
 - Supporting a fee-based partner program
- Developed key connects with product management, alliances management, corporate development, and sales to develop a cohesively supported partner ecosystem

QA Analyst with C3i Support Services Pvt. Ltd., (a HCL Tech Company), Dec '03 to Apr '07

- Lead a team of **Help Desk Analysts (FTEs)** providing technical support to US Pharmaceutical fields sales
 - Monitor daily operational metrics of client help desk operations and provide gap improvement plans
 - Recruit, train, manage and retain resources to efficiently support delivery requirements
 - Manage client specific SLA, process improvement plans, remediation, and status of delivery operations
 - Compensation planning, appraisals of analysts on a continual basis as defined by Executive Management
- Manage IT Equipment related to client specific delivery operations
- Lead and Manage QA Process of diverse client delivery (~250 FTEs)
 - Monitor daily call quality and telecom metrics of specific client operations
 - Identify process execution and training gaps; provide remediation to FTEs and Process Managers
 - Identify and develop trainings to address culture, process and soft skill requirements
- Provide technical support to field sales representatives of assigned client
 - Ensure alignment of territorial field sales information including data management
 - Support all portable hardware, software – OS, MS-Office, CRM (Siebel) and data management related queries and/or issues of field sales representative
 - Create, update, and manage all relevant documents related to procedures, guidelines and reporting
 - Report all issues of deviation or escalation to Process Managers for quicker and prompt resolution
 - Support and train identified resources with the procedures, processes and troubleshooting techniques

Senior Customer Service Executive with Affiliated Computer Services of India Pvt. Ltd., (a XEROX Company) Jul '03 to Nov '03

- Assist Motorola employees with their queries related to employer sponsored insurance policy which included
 - Membership and renewal status
 - Co-pay related queries
- HIPAA certified as per US Federal Requirements

Technical Support Representative with DELL International Services Ltd., from Feb '02 to July '03

- Assist DELL device customers with issues related to their device that included
 - Warranty status confirmation
 - Support technical requirements of the customer including identifying specific model, its architecture, design, and OS shipped
 - Won best performance cash awards twice – for best customer experience and for spares services
- Achieved A+ certification as per the DELL training guidelines

EDUCATION

- Master of Business Administration (Finance) from Osmania University, Hyderabad
- Bachelor of Arts (Economics, Political Science & Public Administration) from Osmania University, Hyderabad

Diplomas: Diploma in Import-Export Management (Supply Chain Management) from IIEM, Bangalore

Certifications: IRCA Certified ISO 27001:2013 ISMS Lead Auditor
 Certified Scrum Master® from Scrum Alliance Org
 Certified Scrum Product Owner from Scrum Alliance Org
 ITIL Foundation v3 certified
 HIPAA Certified