16+ years of strong strategic planning, product management, and software development experience. A highly experienced **Product Management** professional with an impressive track record of successfully analyzing customers' critical business challenges, identifying potential opportunities, and creating innovative solutions. I have strong technical and business qualifications, and have been instrumental in designing and launching several, key Oracle Cloud Services, including a broad range of Security Services.

SUMMARY OF QUALIFICATIONS

- Broad knowledge and experience in executing go-to-market and product strategies
- Launched comprehensive set of Security Services for Oracle Cloud Services customers, including PCI Compliance Service, HIPAA Security Service, Enhanced Security Services, and a full suite of Identity Management Services
- Proven track record in all stages of new service introduction process, including requirements gathering, competitive analysis, service packaging, and creating sales enablement tools
- Valuable experience interacting with customers, including understanding customer pain-points, translating business requirements into solutions to address customer needs, and positioning services with customers
- Program/Project management through the entire service development lifecycle from inception to launch, while creating realistic schedules, appropriately setting stakeholder expectations, proactively identifying and managing risks, and adjusting to changing priorities
- Organized, detail-oriented, and committed to delivering superior quality services with focus on enhancing customer experience
- Excellent interpersonal communication skills, coupled with several years of experience communicating effectively with internal and customer Executives

PROFESSIONAL EXPERIENCE

Oracle Corporation

Director, Product Management, Oracle Cloud Services   *2006 - Present*
- Successfully launched the Cloud Services 'Extended Services portfolio' with the Functional Service Desk offering in 2006, growing it to a 70M$ business in FY11, making it an integral component of **Oracle Cloud Services**.
- In order to provide Oracle Cloud Services customers a complete managed services experience, introduced a broad range of value-add services ranging from Functional Service Desk, CEMLI Management Services, DBA Support Services, Testing Services, Data Compression Services, to a comprehensive set of

Security Services such as PCI Compliance Service, HIPAA Security Service, Enhanced Security Services, and Identity Management Services. This comprehensive portfolio of services has created tremendous up-sell opportunity in the Cloud Services installed base, which is demonstrated by the fact that in 2012, 75% of Oracle *Club Excellence* attendees had sold these services.

- In addition to managing the Extended Services portfolio, I also manage several other Managed Services offerings for Oracle products, including Governance, Risk, and Compliance, JD Edwards, Beehive, Demantra, and Primavera.
- Led the launch of these **key Oracle Cloud Services** offerings through all stages of the service development lifecycle from inception to launch, interacting with global Development, Operations, Risk Management, Sales, and Marketing teams.

Senior Product Manager, Applications IT Operations & Engineering   *2005 - 2006*

As Product Manager for Oracle's tools 'AutoBuild', and 'Patch Tracking System (PTS)', I was responsible for:

- Gathering product requirements from internal Apps Dev Product teams
- Working with Development teams to prioritize features, enhancement requests, and bugs
- Reviewing design specifications for quality and customer usability
- Creating/maintaining web pages and technical material with information on upcoming releases
- Facilitating implementation of System Test/UAT and Production rollout activities including validating deliverables and providing technical assistance to customers
- Initiating and fostering relationships with Development, QA, Release Management, and Customers

Senior Software Engineer, *IT Operations & Engineering*   *2004 - 2005*

As Software Quality Assurance Engineer, I was responsible for providing System Integration Testing services for Oracle's 'Patch Tracking System (PTS)' tool, and interacting with cross-functional teams to ensure high-quality releases and customer satisfaction.

Nortel Networks

Software Release Engineer   *2000 - 2002*

Loadbuild: creating software builds from the ClearCase configuration management system for the Broadband Service node product, tracking the software content, determining cause of failed builds, following up with designers to ensure problems are fixed, and documenting the load-build procedures

ClearCase Support: supporting ClearCase users on a day-to-day basis, performing ClearCase activities such as branching, merging, etc., documenting procedures, and providing training to designers on a regular basis

ClearQuality (bug tracking system) support: providing ClearQuality support to designers

Configuration Management web site: keeping the Configuration Management web site updated with current information on various releases, providing web based tools to

query information about bug reports, release notes, etc. These tasks were accomplished using HTML and Perl/CGI scripts.

Sr. Software Engineer   *1995 - 2000*

Software design and development for Nortel's Meridian 1 PBX, including software support for existing features. Served as Lead for the development and support of the 'R1 Multi-frequency Signaling Protocol' feature for the Taiwan market. This feature supported R1 multi-frequency signaling with the ability to carry Calling Line ID across the network. The feature enabled the M1 to operate as a stand-alone PBX or a network PBX, able to tandem from R1 MF signaling to ISDN signaling or vice-versa.

Primary responsibilities included:
- design, implementation, and testing of the prototype to determine feasibility,
- design, implementation, testing, and support of the feature, and,
- providing technical guidance to the other designers of the feature to ensure that the project stayed on schedule and met the quality objectives.

Other key areas worked on included:
- software projects for the Asia/Pacific and Caribbean & Latin America regions
- market support for these regions including answering market queries, and providing patches when required
- pro-actively reviewing problem reports with originators and defining the impact, setting resolution targets, and fixing problems
- serving as Lead of a team formed to improve the Software development lab
- preparing and presenting a training course on Meridian 1 Software Overview, for which I was presented with an award

EDUCATION

Master of Science, Computer Science, CSU Hayward
Bachelor of Science, Computer Engineering, Bombay University, India