

First Last

Cupertino CA • 000.000.0000
name@berkeley.edu • LinkedIn

Creative problem solver and active listener able to decompose the problem into core elements, spot potential land mines, and create a solution that maximizes opportunity while minimizing risk.

CTO | VP of Engineering | Sr. Director Engineering

Enterprise Technology – Start-Up to Large Organizations

Leading Global Engineering Teams to Bring Ambitious Visions to Life Under Challenging Constraints.

20+ years in IT service delivery, IT infrastructure, and cloud-native applications development | 20+ years leading teams

VISIONARY, VALUES-BASED & ENTREPRENEURIAL THOUGHT LEADER with success managing technology complexity and scale for some of the world's largest brands (Adidas, Disney, Caesars) and delivering innovative solutions with limited resources and time. Possess agility to review code at one moment and deliver a board presentation in the next. Strong architect who saves time and resources while avoiding costly mistakes. Hands-on analytical problem solver, with advanced data analysis and visualization skills to uncover the truth quickly. Broad range of experience with enterprise technology and design direction, including large-scale database and data warehouse technology, ETL, analytics, data science, machine learning, and public cloud technologies.

ROLE MODEL PERSONALITY - STRATEGIC MINDSET - TECHNOLOGICAL ADAPTABILITY - QUICK RESPONSE TIME - WILLINGNESS TO LEARN

- **Rapidly deployed an automated patient care delivery platform connecting 20+ Google products**, scaling to support 200,000 patients per month during the COVID-19 pandemic's unprecedented demand.
- **Built reservation systems and eCommerce websites for some of the world's leading retail and entertainment brands**, facilitating billions of dollars in online transactions while overcoming challenging legacy technology.
- **20+ years of hiring, mentoring, and growing globally distributed engineering teams** by overcoming cultural, logistical, and language barriers to deliver superior results.
- **Delivered 500+ technical pitches to a diverse audience** of Board members, VCs, C-Suite executives, and IT/Business decision-makers, successfully winning buy-in for large technology investments to drive business growth.

Leadership Principals: High Integrity | Ethical | Enthusiastic | Solutions-Driven | Innovative | Leadership Performance Mentor

Executive Core Competencies

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|--|--------------------------------------|--|
| ✓ Technology Strategy & Execution | ✓ Business Development Strategy | ✓ High-Performance Team Management |
| ✓ Cloud Technology Vision | ✓ Organizational Change | ✓ Top-Tier Staff Hiring & Development |
| ✓ Technology Systems Improvement | ✓ Resource & Time Allocation | ✓ Virtual Training/Remote Teams |
| ✓ Customer Value Creation | ✓ Process Improvement & Optimization | ✓ Customer Loyalty & Relationship Management |
| ✓ Business Intelligence/Data Analytics | ✓ Value Realization & Solutioning | |

Strategic Leadership

Led multidisciplinary teams to bring ambitious visions to life under significant constraints.

Architecting Solutions

Specialize in architecting customer-facing omnichannel digital products using AI, Big Data, and Cloud.

Executive Career History & Highlights

CHIEF TECHNOLOGY OFFICER (CTO) • Beyond Barriers, New York, NY • 2022 – 2023

HR Technology Start-Up | 20+ customers, including Salesforce, Google, Amazon, AKQA, Cars.com

RECRUITED as the #7 employee and only technology hire; reported to CEO. Challenged with creating a technology platform to increase the product offering from a finite 6-month cohort to an “ongoing” career coaching platform and to decrease dependency on human coaches by introducing an AI coach to help the company scale.

- **Saved \$20K annually** after eliminating third-party vendors and assuming ownership of configuring and rolling out a CRM.
- **Created a proof of concept for an AI coach** leveraging OpenAI and Chroma vector DB to deliver near-human-like coaching based on proprietary content, scaling the business from a 6-month accelerator to an ongoing Career Fitness platform.
- **Built Large Language Models** to create a technology blueprint, product roadmap, hiring plan, and 5-year cost projection showcasing to current and future investors how the startup will grow, differentiate, and compete in the HR Tech category.

CO-FOUNDER AND CHIEF TECHNOLOGY OFFICER (CTO) • CareCognitics, San Francisco, CA • 2017 – 2022

Health Tech Start-Up | Key Clients: Hospital Corporation of America (HCA), University Clinical Health (UCH) Memphis, STRIDE (Denver), Cardiac Solutions (Phoenix), and Priority Health Group (Las Vegas)

LAUNCHED the business, reporting to CEO and Co-Founder after building out the platform product. Led a COVID-19 pandemic pivot from a single-use case platform to a platform able to automate any use case requiring coordination between a patient and the hospital/clinic. Solution drove relevancy across health systems, securing new partnerships with STRIDE, UNLV, UCH, and Cardiac Solutions to automate existing workflows, evolving the company into an “intel inside” white-label platform.

- **Implemented Chronic Care Management using the newly launched Salesforce Healthcloud** within 3 months of founding CareCognitics, with the implementation featured at Dreamforce as a reference project for Salesforce.
- **Secured a US Patent:** July 2022 – Next Best Action for Chronic Patients (US Patent: 11,393,592): A quantitative algorithm based on health and behavioral factors to recommend action the patient is most likely to take towards better health.
- **Scaled operations by optimizing processes and technology to grow from supporting 10K patients to 200K patients a month** at the peak of the COVID-19 pandemic—platform adopted by cities (Vegas, Denver, and Memphis) for vaccinations.
- **Increased annual revenue from \$42K to \$340K in 6 months** after adjusting the product to allow an end-user (vs an engineer) to configure the workflow and logic based on the unique needs of individual health systems.
- **Delivered an 11% improvement in contact center efficiency** by automating customer support experience without losing quality.

DIRECTOR OF PRODUCT AND ANALYTICS • Hospital Corporation of America (HCA), Nashville, TN • 2019 – 2022

\$60B leading provider of healthcare services, with 182 hospitals and 2,300+ sites of care in 20 states and the UK.

ENGAGED in an initial 2-month contract reporting to the AVP, and CRM, and tapped for 3 additional years to evolve the \$1.2B ER and Urgent Care Follow-up Programs to connect patients to point of care, ensuring patients remained in-network to increase HCA’s downstream revenue. Managed P&L for a \$2M budget and built a solution connecting 1.5 million patients annually.

- **Increased appointments booked by 10%** and improved HCAP score for the hospitals by integrating Point of Care ER follow-up Program with the central appointment service across 25+ hospitals and 4 divisions.
- **Optimized HCA's centralized ER Follow-Up Program to handle 34% increase in volume** without increasing contact center staff, leveraging predictive-model-driven digital outreach and contact center technology (Salesforce Service Cloud) optimization.
- **Reduced time of maintenance from 20 hours per week to 3**, improving quality of data and reducing cost. Reduced agent time to search and select a doctor from over 3 minutes to under 60 seconds. Introduced a Product vs. Project mindset.

CO-FOUNDER AND CHIEF TECHNOLOGY OFFICER (CTO) • Beyond Curious, San Francisco, CA • 2011 – 2016

Digital Transformation Start-Up | Clients: Kaiser, Disney, GoPro, Vertiv, Toyota, Lexus, Miami Heat & Detroit Athletic Club

BUILT the business, reporting to the Co-Founder / CEO, and headed a cross-functional global team of 50. Tasked with building digital products to help customers achieve market differentiation and grow their businesses. Led 2-week sprints, championing the Innovation@Speed methodology (Agile) that enabled UX and Engineering to co-own stories and drive outcomes.

- **Scaled the company from zero to \$3M in revenue in 3 years** after introducing the co-ownership development model, with clear accountability and predictable outcomes in the cloud. Architected app-enabled eLearning platforms deployed on Amazon Web Services for brands in healthcare (Kaiser Permanente), retail (GoPro), and automotive (Toyota, Lexus).
- **Won multiple client awards:** 2015: Interactive Media Awards: Training & Vocational honor - Lexus Product Handbook App; 2014-2015: Supplier of the Year: Multiple awards for the supplier of the year for Toyota and Lexus.
- **Awarded a project to help Toyota build an application for the LA Auto Show** to showcase new models. Scaled deployment of the eLearning platform across all US Toyota dealerships, and Toyota's flagship models (Corolla, Camry, and Rav4).
- **Reduced operational costs for GoPro by 40%** after helping launch the first global B2B portal empowering distributors with a user-friendly NetSuite e-commerce experience to order GoPro products.
- **Redesigned the Lexus Connect portal used worldwide to distribute over 90,000 high-resolution assets across all Lexus dealerships in 60+ countries**, streamlining navigation, improving search, and adding high-priority features for asset delivery.

ADDITIONAL EXPERIENCE:

DIRECTOR OF ENGINEERING/SR MANAGER OF ENGINEERING/ENGINEERING MANAGER • Publicis Sapient (1999 – 2011)

Early career experience as **Senior Engineer**, Xoriant and as **Associate Engineer**, Tata Consultancy Services

Education

Masters of Information and Data Science • UC Berkeley
Bachelor of Electronics Engineering • University of Bombay