

RAMACHANDRAN “Ramu” IYER

1607 223rd Place NE
Sammamish, WA 98074

Phone: (425) 246-9330 Email: riyer1998@kellogg.northwestern.edu

SUMMARY

Turnaround Management professional with over 18 years experience in diverse business sectors including telecom, retail and software. Proven ability to motivate and lead teams with business turnaround plans to successfully execute on a value-driven, solution-focused, operational improvement strategy. Consistent track record for delivering turnaround projects on time while exceeding expectations.

EXPERIENCE

POINT B SOLUTIONS GROUP

Seattle, WA

Project Leadership Consultant

2003-present

- Assisted various clients in assessing and implementing turnaround plans. Performed rapid reviews of the reasons for underperformance and identification of priorities for focus.
- Established a Project Portfolio Management framework for Inventory Accuracy and Standard Costing programs in order to achieve appropriate SAP enabled business capabilities for Microsoft E&D.
- Evangelized the business case for frictionless eCommerce and managed the Zero Unplanned Downtime project portfolio for Expedia.
- Led the implementation and rollout of IBM/DB2 enabled Finance datamart that served as a SOX-compliant, auditable sub-ledger for Expedia's revenue accounting business process.
- Led the business case, product development and stabilization of a best-in-class fraud modeling and scoring service, implemented in Java, for online travel transactions across all lines of business (LOB) for Expedia.
- Led the project execution and delivery of MMSSPP, an identity management service component, built using MIIS (Microsoft Identity Integration Server) for Microsoft. Orchestrated the mailbox migration for the initial revenue-paying customer as well as the transition to a service provider business model.
- Streamlined project execution for financially significant systems, audited application controls and achieved SOX compliance in lieu of the merger of AT&T Wireless and Cingular Wireless.
- Established Statement of Work driven supplier agreements, monitored vendor scorecard for software quality and responsiveness, as well as reduced TCO by 40% for AT&T Wireless.
- Built and mentored a Product Management team from the ground up in order to manage a portfolio of tools (built using Sybase/EA Server) for administering the site management processes in AT&T Wireless.

INFOSPACE

Bellevue, WA

Program Manager

2002-2003

- Delivered a portal and wireless messaging (alerts) framework for various network operators (Cingular, Verizon, T-Mobile, Rogers AT&T Wireless, Western Wireless). Delivered solutions enhanced mobile user experience, device usage, ARPU for carriers, and revenues for InfoSpace.
- Audited and reviewed the single sign-on implementation and billing management framework between InfoSpace and QPass. Optimized the value chain and mobile user experience for Cingular and AT&T Wireless by reducing the number of handoffs and mouse clicks.
- Drove the product development process from start (e.g., goal-setting, spec-writing) through development (e.g., partner and dependency management), and release (e.g., bug prioritization, repair).

RIPCORDER SYSTEMS**Seattle, WA****Director of Consulting****2000-2001**

- Established and led a consulting team for delivering server-side Java-enabled mobile solutions for sales force automation via Pocket PC, Palm OS, and Blackberry devices.
- Drove the evaluation of Weblogic versus Websphere and achieved a reference implementation for a mobile extension of Onyx CRM.

ERNST & YOUNG**Seattle, WA****Manager, eCommerce Security****1999-2000**

- Served as a trusted advisor for various eCommerce clients to accomplish asset reconfiguration, organizational restructuring and operational efficiency.
- Developed and deployed a comprehensive secure ebusiness architecture analysis framework for a large banking institution.
- Assessed the website recovery strategy and the data center for a large online retailer to enable nonstop ecommerce.
- Reengineered the change management process for application and infrastructure changes for a business-to-business (B2B) site.

MOTOROLA**Schaumburg, IL****Technology Portfolio Manager****1991-1998**

- Led a team to develop and deploy workflow management solutions using OpenText/Livelink, a Web-based collaboration system. Deployed solutions achieved 10X reduction in cycle time.
- Negotiated technology licensing deals with Sun, OpenText, Oracle, and IBM/Lotus. Obtained formal supplier commitment and generated substantial cost savings for Motorola.
- Led the redesign and automation of the software testing processes in Radio Products Group and Cellular Infrastructure Group. Achieved a 5X reduction in testing cycle time and customer satisfaction improved by 25%.

THOMSON-CSF, Inc.**Palo Alto, CA****Research Scientist****1989-1991**

- Designed a specification language for real-time systems and applied the technology to systematically reverse engineer a large command and control system.

INTELLICORP**Mountain View, CA****Application Engineer****1988-1989**

- Developed a battlefield simulation system using KEE (Knowledge Engineering Environment), an object-oriented representation framework built on LISP.

EDUCATION**KELLOGG SCHOOL OF MANAGEMENT****Evanston, IL****MBA****May 1998**

Major: Strategy, Organizational Behavior, Entrepreneurship
Student Member of Management of Accelerated Technology Insertion (MATI) Program and Kellogg Students for Socially Responsible Business (SRB).

WASHINGTON STATE UNIVERSITY**Pullman, WA****MS, Computer Science****May 1988**

ADDITIONAL

Member of Turnaround Management Association (TMA); Community Service: Leadership Eastside; Interests: Traveling, Basketball, Cricket, Biking.