

ADITYA NAIR

Chief Technology Officer

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 Dallas, USA

SUMMARY

Effective Chief Technology Officer offering excellent skills in business continuity planning and analytics. Over 30 years in executive leadership of information technology support operations. Executive team member dedicated to providing advanced system support, infrastructure and tools to corporate structure. History driving technology improvements while managing costs to meet budget limitations. Improved market position through high-level customer collaboration and strategic presentations at industry conferences. Maintained intimate familiarity with global technological trends while displaying superb team leadership and collaborative partnership skills.

TECHNICAL SKILLS

Verint

Nice

Avaya

Cisco

Java

HTML

.NET

ASP

Dynamics

Javascript

SER

ASP.NET

SOAP/REST Web Services

Crystal Enterprise

Oracle

SQL Server

My SQL

GMT

Kronos

Avaya

Linux/Unix Shell Scripting

Microsoft Azure Cloud

BAT Files

PERL

Functions

Azure Data Factor

Logic Apps

WORK EXPERIENCE

CHIEF TECHNOLOGICAL OFFICER

2015 - Present

Amplifai Solutions

- Started working as a core team member since we founded this company and **accelerated its annual revenue to 135\$ million.**
- Coordinating third-party vendors and client, IT teams to deliver effective solutions seamlessly and **increased customer satisfaction by 20%.**
- Managing company-level architecture, platform, and data configuration processes and implementation protocols.
- Devising Technology and Integration Plans and advising management on application and supporting technology purchases and on future projects or environment upgrades/modifications.
- Laid out complete business continuity plan to maintain data protection in event of natural disaster or long-term outage.
- Interpreted multifaceted technological issues into defined frameworks and highly scripted action plans.
- Testing security technologies on regular basis and implemented network penetration assessment tools.
- Channelizing and working closely with Domain Architects to ensure consensus-based enterprise solutions that are aligned with the IT technology/platform architecture roadmap.
- Facilitating ongoing team development and growth through training and professional skills enhancement.

IT CONSULTANT

2014-2015

Mylas Technologies

- Contributed in all types of projects right from the commencement of the company and lent a greater hand in tolling the **annual revenue to 50\$ million.**
- Evaluated business requirements, leveraging information to forecast costs relating to hardware, software, and consulting.
- Enabled customer management to execute more accurate and timely decisions by designing data warehousing and producing more revealing reports and analytics.
- Adjusted design parameters to boost performance and incorporate new features.
- Achieved significant productivity boost through the development and full life-cycle implementation of robust CRM functional design solutions, including user-friendly modules for Opportunities, Activity, Appointments, and Sales.
- Instructed proposal team in the use of computer software graphical elements, page design, and aesthetic standards.
- Ensured on-time development, full functionality, and maintenance of all provided products and services per best business practices through close supervision and coordination of onshore and offshore teams.
- Developed and implemented policies, procedures, training, and development for network resource administration, appropriate use, and disaster recovery.

Alorica

- Pioneered the development, design, implementation, and maintenance of projects within all time and budget parameters for **40+ call centers supporting \$560 million in annual revenues.**
- Increased sales by educating prospects on the benefits of products and services in comparison to competitors.
- Reduced **staffing by 15% within six months**, aiding in an increased project load across multiple locations.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution and **reduced software defects by over 20%** through the more effective team.
- Worked with the software development team on reported errors and bugs on newly released software and assisted in the deployment of release fixes.
- Achieved high customer satisfaction by pioneering a new application platform to build standardized applications and migrate disparate legacy applications obtained through mergers and acquisitions.
- Responsible for the direct or indirect **management of 50+ IT professionals**, including programmers, business & systems analysts, project managers, technical specialists, SQA analysts, and change-management quality and responsiveness of the IT team by aligning with business units to develop greater business expertise in **supporting 300+ new monthly system change requests.**

PRC

- Played a pivotal role in delivering our services effectively and **driving the revenue to an all time high of 350\$ Million.**
- Developed and provided technical solutions for day-to-day operations and long-range strategic planning of scheduling and financial systems for users.
- Liaised with client and account services to identify and implement best-practice solutions for customer self-service.
- Administered onshore and offshore developers and analysts, custom software development, support, and operational services for high-visibility clients including American Express, DirecTV, AARP, Verizon, Vonage, and Expedia.
- Introduced agile methodologies and development best practices to division to enhance product development.
- Drafted technology implementation strategy package, customized for technological and budgetary needs.
- Comprehensive responsibility for all departmental requirements, including capital budgets, revenue projections, staffing needs, growth initiatives, training, quality control, service level agreements (SLAs), and project planning.

Office of the Accountant General (A&E), Hyderabad, India

- Helped streamline repair processes and update procedures for support action consistency.
- Worked with the software development team on reported errors and bugs on newly released software and assisted in the deployment of release fixes.
- Enhanced productivity by **automating six governmental offices** of the Accountant General and MAB offices to use CIVIL Account and Main Accounts packages.
- Made recommendations and performed upgrades, assisting businesses in technology planning aligned with growth projections.
- Recommended and installed upgrades and helped businesses to plan for technology to match growth.
- Achieved higher efficiency levels, greater accuracy, and near real-time information by developing and implementing payroll information systems.
- Orchestrated efficient large-scale software deployments, including testing features and correcting code.

EDUCATION

Post-Graduate Diploma, Advanced Computer Systems Management	1983-1986
NIIT, Hyderabad, India	
Bachelor of Commerce, Commerce & Accountancy	1989-1991
Andhra University	

SOFT SKILLS

Work Ethics	Attention To Detail	Interpersonal Skills	Customer Service	Team Leading
Project Management	Analytical Thinking	Conflict Resolution		

LANGUAGES

- English
- Hindi
- Telugu