

SUMMARY

A seasoned IT Leader with a background in Automotive, E-commerce, Retail, and Finance domains. Over 2 decades of extensive experience driving strategic solutions with emerging technologies, operational leadership, and consulting expertise. Proven track record of spearheading projects, setting IT governance standards, and expertise in IT Operations, IT Security practices & delivering innovative solutions for next-level growth. I have defined service standards & guidelines that worked as benchmark for excellent service delivery; drove continuous implementation of changes. Targeting Leadership roles in Enterprise IT, Service Delivery & Program/ Portfolio Management. Serve as a single point of contact for the Business Leadership as well as drive the entire IT Department.

SIGNIFICANT ACHIEVEMENTS ACROSS CAREER

- Achieved a remarkable 50% reduction in IT Desk expenses, optimizing operational costs while maintaining service quality.
- Successfully managed more than 5000 employees, IT Operations & Support, Corporate Office, Warehouses, Clusters across geographies at APAC level.
- Led consolidation and process automation efforts across multiple departments including Finance, Category, HR, L&D, and Legal, streamlining workflows and enhancing efficiency.
- Realized significant savings of \$6 million through the implementation of a Hybrid infrastructure model, maximizing cost-effectiveness without compromising performance.
- Successfully outsourced capabilities with a long-term approach, leveraging external expertise to address various business challenges and drive sustainable growth.
- Implemented automation solutions resulting in multimillion-dollar savings through the introduction of 10+ new processes, collaboration platforms, and key performance indicators (KPIs), optimizing service delivery costs.
- Spearheaded the automation of decision-making processes using Natural Language Processing (NLP) and Machine Learning (ML) for product selection and bot implementation, resulting in a 500-hour monthly reduction in response time for the support desk team.
- Demonstrated expertise in financial analysis and project leadership, specializing in Financial Planning and Accountancy systems and automating KPI performance analysis to drive informed decision-making and project success.

WORK EXPERIENCE

Amazon Inc, Gurugram
Period: Dec'15 - Presently
Designation: Senior Program Manager - IT



Responsibilities:

I am spearheading the Programs of IT Services initiatives at the APAC & Global level, collaborating directly with Senior Leadership & Regional Managers to drive projects to successful outcomes. Extensive business & IT level interaction with C-suite of executives, mapping customer business value chain & process and formulating strategic solutions while ensuring delivery excellence.

- **Leadership:** The initiatives are including ERP, Enterprise Data Warehouse (DWH), Qlik Enterprise Reporting Solutions, and cross-functional teams, ensuring seamless integration and Day 1 readiness across all organizational functions.
- **Project Management Office (PMO) Implementation:** Spearheaded the establishment of a PMO and Project Methodology, aligning IT initiatives with the organization's 24-month strategic roadmap to enhance productivity and efficiency.
- **IT Infrastructure Outsourcing:** Managed the medium to large size of infrastructure (MSPs) contract, facilitating funding for hardware refresh and ensuring improved service quality with security & compliance standards as well as maintaining the uptime for the organization's IT infrastructure.
- **Vendor Relationship Management:** Managed IT vendor relationships, ensuring alignment with organizational goals.

Significant Contributions:

- Successfully administered, directed & coordinated with the SDM & SDEs of 48 Applications externalization project, focusing on securely externalizing Amazon internal tool applications for preferred selling partners. Ensured the tools' secure externalization and extension to Amazon preferred selling partners for retail and E-commerce purposes.
- Oversaw a team of 70 members with 2 managers, responsible for managing Infrastructure & Applications setup.



SAMONA
SARIN

+91 844 844 8780

sales@cvdesigner.in

India

LinkedIn

SKILLS

- Project | Program Management
- Business & IT Transformation
- IT Operations & Security Practices
- Service Delivery
- Business Process Improvement
- Quality, Audits & Compliance
- Product Strategy
- Multi-Site Management
- Project Management Office
- Solutions Design
- Large-Team Direction
- Process Automation
- IT Roadmaps & Strategies
- Fiscal Controls
- Revenue Opportunities
- Cloud & SaaS Solutions
- IT Vendor Management
- SOX Compliance
- Stakeholder Management
- Cross Functional Coordination Infrastructure Strategy

EDUCATION & CERTIFICATIONS

- 2007
MBA, National Institute of Management
- 1997
Bachelor of Commerce, Gujarat University
- 1997
Advanced Diploma in System Management, NIIT
- 2009
PMP fast track course, AstroWix
- 2011
ITIL V3.0 foundation certificate
- 2017
COBIT beginner certificate

- Oversaw a team of 70 members with 2 managers, responsible for managing Infrastructure & Applications setup.
- Managed a budget of 30 Cr+ for the period of 2016-2022.
- Built and managed a team of 40 full-time employees, 30 members of Third-Party resources, and SMEs consultant for Salesforce, Oracle E-Business Suite, and JIRA Systems.
- Took on the role of Individual contributor as a Senior Program Manager post-2022, leading the integration of Amazon JV systems into the Amazon ecosystem. Facilitated the seamless transition of all IT Applications/ Systems from the JV to Amazon over a year-long period.
- Initiated as an IT Leader with a primary focus on setting up the entire IT Infrastructure, Operations, and onboarding crucial IT Applications including CRM, ERP, as well as Process Automation Tools such as JIRA, HRMS, and Document Management System. Oversaw vendor onboarding for regular IT Support, established systems desk for employee support, and set up Cloud Environment for Applications and collaboration tools. Led system integration with On-Premise and Cloud Infrastructure, implementing security & compliance processes utilizing software like CrowdStrike, Qualys, Check Point, MS Active Directory, and SCCM.

Highlights:

- As part of acquisition process successfully transitioned IT systems within a swift timeframe of 10 months for the Applications, Financial Systems, and CRM Applications.
- Orchestrated the externalization of 48 applications to facilitate access for preferred selling partners in a secure environment, enhancing collaboration and efficiency.
- Maintained a consistently high Customer Satisfaction (CSAT) rating of 4.8 and above for a continuous period of 24 months, earning recognition from senior leadership for delivering uninterrupted support during the challenging COVID period.
- Spearheaded the development of a comprehensive IT Service Catalog for Global IT Services, tailoring offerings to meet diverse organizational needs based on size and regional requirements.
- Successfully migrated 8 applications, along with ERP and CRM data, to the Amazon System, ensuring a seamless transition and integration process.
- Strategic Planning: Developed annual IT roadmap and budgeting (180 million), including AWS Migration, One Domain implementation, GCP Implementation, 0365/EMS/ATP implementation, ISO & ITGC Audits, PAN India OS Migration, ITIL Projects, 20+ PAN India Office & Infrastructure Setup, Global Service Desk Setup, and Security Operation Center establishment.

10kinfo Data Solution Pvt. Ltd., Bengaluru

Period: 2012 – 2015

Designation: Senior IT Manager



Responsibilities:

- Led infrastructure setup and project management for the India & US regions in a startup environment.
- Managed cloud setup and ongoing development environment, including the setup of the software development lab for production cloud. Oversaw production lab operations in India and managed the cloud production environment for B2B & B2C applications, focusing on financial domain applications and US accounts & financial consultant reference. Led a team of 20 developers, 6 QA, and an external infrastructure consultant, with an additional team of 10 members based in the US.
- Managed infrastructure and project management for weekly deliveries and application deployments to the production environment, collaborating with third-party consultants with an annual budget of approximately 10 Crore.

Highlights:

- Successfully utilized Workfront as the primary tool for work and budget management, overseeing all development projects for over 3 years.
- Enabled reduction in technical debt and standardized distributed technologies through implementation of VMWare and AWS.
- Achieved a 20% reduction in project cycle time by implementing Scrum practices, accelerating innovation, eliminating siloed capabilities, and reducing technical debt by 10% through IT operating model restructuring.
- Led technology upgrades to establish platform-independent, scalable IT infrastructure capable of supporting high transaction volumes with over 800 concurrent users.

Ashima Ltd., Ahmedabad

Period: 2011-2012

Designation: DGM IT



Responsibilities:

- As DGM IT managed IT budgeting, system development, maintenance and support for \$120 million textile division.
- Achieved savings of 5 million by consolidating applications onto a single platform, with an additional yearly retention of 1.5 million.
- Successfully implemented a Virtual Desktop Solution, resulting in a 40% annual reduction in hardware and license costs.
- Established a robust IT Asset Management framework, managing over 2000 assets efficiently

Future Retail Limited, Ahmedabad, Mumbai

Period: 2006 – 2011

Designation: IT Manager



Responsibilities:

- Oversaw IT infrastructure and store retail operations for multiple retail outlets.
- Achieved 99.5% network uptime and 100% POS uptime target across India.
- Implemented BPM solutions and ITIL V3 based National Operating Center.

PREVIOUS WORK EXPERIENCE

- 2005-06: Senior Executive – Systems at INFOMEDIA INDIA Ltd., Ahmedabad
- 2003-05: System Administrator at PAE Ltd., Ahmedabad
- 1999-03: Technical Head at Bit Yolk Software Pvt. Ltd., Ahmedabad
- 1997-99: System Executive at Navmit Enterprise, Ahmedabad

TECHNICAL MASTERY AND INNOVATION

- Provided operational support for SAP ECC 5.0.
- Achieved 100% Employee Satisfaction (ESAT) for IT infrastructure & Application Support across 65 stores.
- Maintained 99.5% network uptime with a team of 32+ engineers for IT infrastructure in stores and warehouses.
- Successfully attained 100% POS uptime for over 1000 POS counters in 235 stores across India during five mega sale events annually.
- Monitored and supported IT assets across pan-India locations.
- Executed MPLS migration for 180 stores within an aggressive 160-day delivery target.
- Implemented BPM solutions for a Shared Service Center serving 200 users.
- Established a state-of-the-art ITIL V3 based National Operating Center (NOC) covering over 30 applications across PAN India locations.
- Achieved 100% target in migrating over 500 user mailboxes from Lotus Notes to MS Exchange 2007.
- Collaborated with the management team in a task force resulting in the consolidation of 5 zonal offices.

PROJECTS UNDERTAKEN

- **Enterprise Reporting & Datawarehouse:** With a user base of 350+ developed a data warehouse and enterprise reporting system using the QlikSense platform for the FPNA/Category/Finance teams. This included an interactive dynamic dashboard feature allowing users to create custom report templates with 7 key metrics on their own. Achieved 90% reporting tool adoption and 300+ custom report in 9 months.
- **ISO 27K1 ISMS practice:** Created an 8-step process for the organizational-level information security standard framework and guidelines, aimed at establishing, implementing, and managing an Information Security Management System (ISMS) in close collaboration with the legal and leadership teams. Attained zero defects in the third statutory audit round.
- **To make 100% cloud-based organization:** With the objective of reducing the IT budget by 25% annually over three years, custom applications, ERP, domains, and emails were migrated to AWS and Microsoft cloud platforms in a phased approach. Achieved a 99.9% uptime for applications and infrastructure, while also realizing a 25% improvement in the budget year over year.
- **Oracle E-Business Suite:** Implemented Oracle EBS for Accounts Receivable (AR), Accounts Payable (AP), Fixed Assets (FAR), Human to Human (H2H), iExpense, and Inventory modules. Successfully launched the AR/AP/GL module within a four-month timeframe.
- **Retail tools externalization:** Collaborated with over 50 stakeholders toward the S-Team objective of phasing out AWS WorkSpaces and enabling secure and scalable access to 41 internal tools. Implemented authentication mechanisms to ensure access for both internal and seller users, reducing workspace dependency and restricting internal network access. Completed the externalization of tools by 06/30.
- **ML based product image comparison:** Implemented an algorithm-based solution for comparing 2 million product images and identifying items not available in apparel, shoes, and jewelry categories. Success was measured by the Category team's ability to reduce product range gaps by 35% within 6 months.
- **AI based books import selection recommendation:** Determine the top-selling books from a database of 10 million titles every six months, utilizing criteria such as ratings, reviews, pricing, language, and other key metrics to enhance book selection for imports.
- **Fast filing search for SEC data:** Guided the product development and infrastructure teams in India and the US to construct a data warehouse utilizing the EDGAR feed. Developed a product enabling real-time visualization of disclosures submitted to the Securities Exchange Commission, indexed, correlated, and cross-referenced, and accessible on desktop or mobile devices.
- **ML based product image comparison:** Implemented an algorithmic solution to analyze 2 million product images and detect items absent from the apparel, shoes, and jewelry categories. Success was gauged by the Category team's ability to enhance the product range, resulting in a 35% increase in offerings to customers within 6 months.
- **Launch of Salesforce CRM:** Implemented Salesforce CRM with omnichannel support for 100+ Vendor Managers overseeing 2000+ brands/sellers, facilitating lead creation, scoring, qualification, and assignment using Pardot. Developed dynamic lead management involving the deployment of automation rules and intelligent assignment rules to guide lead progression. Successfully achieved a yearly 15% increase in brand onboarding at the category level