

SRIKANTH GAURAV

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360° expert in delivering SaaS enterprise solutions with 25 years of hands-on leadership of Professional Services, programs & projects, creating high-performance teams & deliver exceptional customer outcomes. Respected by my peers for my management skills, collaborative, motivating & inspiring work ethic, my USP is financial acumen, P&L management, contract negotiations, independent decision-making, speaking customer lingo, a collaborative-inclusive management style.

- Expert in Project, Program & Portfolio Management with 25 years of global software implementation experience
- Hands on delivered more than 100 enterprise solutions projects across industries
- Directed 5 global ERP rollouts each spanning more than 20 countries & thousands of users
- Led a Consulting services business turnaround from red to 200% revenue growth & YoY 37% EBITA increase
- Established pioneering work ethic & practices in enterprise solutions delivery & consulting services practices
- Crisis Manager & Problem Solver. I resolve operational issues, escalating situations & turnaround fiscal performance
- Domain & Business processes expert - Finance, Logistics, Manufacturing, Energy, EPC & Construction
- Authority in ERP, BPM, Data Analytics, CRM, Sourcing, Spend Management, Contract Lifecycle Management

PROFESSIONAL EXPERIENCE

DIRECTOR – PROFESSIONAL SERVICES, MENTOR & COO

RheinBrücke IT Consulting, Dubai – Netherlands – India

04/2016 - Present

I am accountable for growth & profitability in professional services revenue including customer satisfaction measured as NPS, projects, programs & portfolio performance, operating efficiency, & continuous improvement. I create opportunities in PS sales, coach project managers in operational excellence & ensure conformance to demanding standards & methodologies

- Keeping cost structure flat, increased revenue to 120% YoY. Growth of > 500% was achieved over 5 years
- Have a track record of consistently winning multi-million proposals each year in the last 4 years.
- As Delivery Director, led the expansion to become a global organization. Directed multi-million projects across LATAM, EMEA & APAC spanning thousands of users. I conceived the roll-outs from scratch until the transition to support
- Built cross-continent delivery capability with 3 global deployments to become a global ISV
- Established near-shore centers in Ukraine & Sudan saving > USD 250K every year
- Conceived an Implementation Methodology -SCALE ® & Methodology certifications for use by Project Managers, consultants & customers. The methodology contributed to 100% execution success in 36 months
- Expanded the Professional Services presence to geo markets plus nearshore delivery centers in Ukraine & Sudan
- Streamlined professional services via mentoring, setting up PMO, PSA platform, fiscal governance methods, SOW reviews, and revamped implementation methodology for SMEs (Rapid & Fast-tracked) to maximize services revenues
- Created a pioneering flat organization structure based on value creation and embedding earned value management metrics at the grass root level. The program has delivered 25% headcount cost reduction YoY & performance driven culture

DIRECTOR of PROFESSIONAL SERVICES / Epicor Software, Dubai

04/2012 - 04/2016

Responsible for KNA & Install base services revenue growth, EBITA, strategic direction, marketing & Customer relationships, and KPIs - utilization, booking, backlog, NPS, employee training, and retention. My mission was to turn around & resurrect a struggling professional services P&L and execute a strategy focussed on client satisfaction

Achievements:

- Made profitable within 15 months, starting from a triple-digit negative position.
- Built 15 referenceable customers within 12 months & build relationships to establish a reliable recurring revenue base
- Restructured to deliver doubled revenues (37% YoY); triple-digit margin growth YoY, record productivity rates & inspired customer loyalty with NPS of +12 within 30 months;
- Consistently overachieved exceeded financial targets for each year by at least 2/3 metrics every year
- Harvested \$4.5M from the install base & ongoing projects through a professional services advocacy program
- Executed a profitability-anchored growth strategy that drove organizational change, and exceptional results & win large customers in MEA within 18 months. The restructuring resulted in cost savings of \$4.4M in 18 Months
- Built innovative outsourcing strategic alliances & supplier management programs directly contributing to triple-digit margin growth in 15 months while delivering exceptional customer experience
- Direct value propositions to 4/5 of the largest regional wins of Epicor to date. Negotiated contracts & SOWs
- Performance Management to improve productive utilization and fund strategic initiatives by saving 15% of operating costs. Adapted situational leadership & 9-Box techniques for creating an engaged workforce

PROGRAM MANAGER & IT BUSINESS PARTNER / Baker Hughes 05/2004)-(04/2012

Direct implementation of enterprise solutions across MENA, APAC, Russia & Caspian. Establish IT strategy to support business cases & influence digital transformation. Be the business partner, and advisor & coordinate with business leaders. I specialized in developing IT strategy, work intake management, align IT investments to business value

Achievements:

- Started the Enterprise solutions team from scratch; Built an IT strategy, architecture & portfolio of applications digitizing the oil field services operations across the Middle East, North Africa, CIS, and South Asia.
- I bring subject matter expertise in the area of project management, infrastructure, architecture & business processes
- Architected the ERP program 40 % below budgeted costs, saving \$5M. Delivered ROI > \$25M within 3 years
- Championed to become a technology pioneer across 14 countries, 5 languages & > 2000 users in 36 months. The program included ERP, Sourcing, Spend Management, Service Management, Intellectual property solutions, BPMS, BI & Mobility

MANAGER – PROFESSIONAL SERVICES / Epicor Software, Dubai 04/2000 - 04/2004

Performed several roles starting with support analyst in ERP (iScala, Epicor), as ERP implementation specialist, project manager, and as Middle East & Africa Regional Manager responsible for customer success and business P&L.

Achievements:

- One of the first globally to be awarded iScala Certified Expert – a coveted certification only for experts in the field
- CAST awards runner-up competing with other support centers. I single-handedly managed the support center combining analytical thinking, and functional & technical skills in the Support Services Manager role
- Executed more than 10 ERP implementations successfully across the region
- Negotiated & Won the first major multi-million global project spanning 30 countries across the EMEA

EDUCATION & CERTIFICATIONS

MASTER OF BUSINESS ADMINISTRATION (MBA) / Pondicherry University / 1994 - 1996