# Dr.Lalit S Kathpalia

lalit_kathpalia@hotmail.com          +91 98228 17253(Cell)

## Profile

- **Growth oriented** Management, Technology, Design Thinking Practitioner, Leadership and Education Professional with 36 years of experience both in India and abroad in software development, training, management, leadership, education, training, program management and project management over varied platforms and diverse software.
- Proven track record of **program and project experience**, **client engagement** and leading organizations in accomplishing **mission objectives**. Strong background **in client engagement** and **account development**, **project management**, **software development methodologies**, **technical knowledge**, **large-scale systems/applications development** and **integration** supported by excellent educational background, **influencing and relationship building skills**.
- Excellent **communicator** and **negotiator** having managed various accounts for consulting companies in positions as Client Manager/Account Manager, Site Manager, Delivery Manager, Delivery Head, Delivery Anchor, Director, Chief Delivery Officer, Chief Marketing Officer.
- **Innovator** of key concepts in **offshore-onsite** project development, **portfolio analysis**, **transformation** resulting in successful projects and motivated teams.

## Professional Highlights

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| **President, SDTP (Society of Design Thinking Professionals), India Chapter, President, IIBA (International Institute of Business Analysts), Pune Chapter, Advisory Board, NASSCOM Insights, Director SICSR, Director SIT, Director Consulting and Client Solutioning (SKP Business Consulting), Head STS, Associate Professor** | • Made SICSR (Symbiosis Institute of Computer Studies and Research) as a leader in Technology, Management Education within the Symbiosis Umbrella<br>• Recognized by receiving the IBM Faculty Award for building and leading Innovation.<br>• Successfully lead SICSR to be Ranked #1 as the B-School for Technology for its MBA(IT) program for 3 years in succession by CSR and 56th among the Top 100 B-schools of India by Outlook '2017 rankings, and Ranked #3 All India for its BCA course for two years consecutively by India Today<br>• As Head STS (Symbiosis Test Secretariat), increased paid registrations to SIU (Symbiosis International University) for the PG All India Entrance Exam SNAP by 15% to 20 % on a YoY basis and also the UG All India Entrance Exam SET by 21% to 30% on a YoY basis.<br>• Managed the Entire Media Campaign of SIU and was the pioneer on getting SIU on the Social Media bandwagon with accolades<br>• Brought about a disruptive innovation in admissions to SIU using technology as Head, STS<br>• Established the green field Symbiosis College of Engineering, SIT(Symbiosis Institute of Technology) |
| **Chief Delivery Officer, Delivery Head, Delivery Anchor / Delivery Manager** | • Managed project teams of over 1000 people in size distributed across multiple Development Centre's across India and the globe. Managed delivery for 4 of the top 5 clients of Infosys.<br>• Incubated and was heading the Banking Unit of Infosys APAC as its Delivery Anchor<br>• Managed deliveries as a delivery anchor for Infosys's first Global Account DHL.<br>• Managed and successfully led the delivery for the Australia Unit and successfully worked on the integration of the first acquisition in Oz by Infosys for an offshore delivery model which also included Pre-sales.<br>• Won an Excellence Award for Development Centre Management<br>• Implemented PCMM compliance, Balance Scorecard for the entire team |

| Marketing, Sales and Client Engagement – Client Manager, Account Manager, Engagement Manager - Global Expertise across 4 continents. | • Got 100% of the new clients in the first year of joining CELTEM and playing the role of Chief marketing Officer<br>• Achieved a record billing for a healthcare company at Infosys (the highest in the history since the inception of the relationship in 1998)<br>• Managed Business Development for Infosys for Singapore. Was the innovator and implementer of the client portal idea at Infosys<br>• Managed marketing for India – Western Region for Cambridge Technology Partners<br>• Build up the Pre-sales team for DHL from scratch providing excellent support to Infy Engagement Teams |
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| Strategic Consultant and Management | • Improved the profit margins for the Infosys APAC Banking Unit by 25%<br>• Headed the branding initiative of the Pune DC and was also the Communications Anchor and part of the Executive Council of Pune DC overseeing 10000 employees<br>• Implemented and came up with the client portal for Aetna which was later on used as a company-wide Infosys customer portal initiative<br>• Lead one of the tracks of a Year 2000 program in the US which was awarded the Best Managed Program from the President of US<br>• Lead as a Program Manager the establishment of the first exchange based Internet Trading system in India for the Bombay Stock Exchange on behalf of Cambridge Technology Partner. |
| Training and Mentoring | • Has trained 1000+ people in various trainings across various roles including Senior Management, Tech Architects, Technical Leads, Project Managers, Trainers in the following topics<br>  ➢ Project Management, Change Management, Estimation, Account Management, Pre-sales, Analytical Skills, Problem Solving and Decision Making, Quality Tools<br>  ➢ Software Engineering, Code Review, Process Consultant Induction, Agile Methodologies, Requirements Management<br>  ➢ Use Cases, OOAD, Business Process Management (BPM), UML<br>• Have mentored Group Project Managers, Project Managers at Infosys in one of their biggest initiatives on Mentoring under PCMM<br>• Have delivered and come up with good Leadership and Soft skill workshops at Infosys in joint development with ILI at Infosys<br>• Have won the IBM Faculty Award<br>• Have trained 500+ folks in Design Thinking |

### Education

- **PhD**   Faculty of Computer Studies, Symbiosis International University, Pune, India (2009-2015)
  <u>Thesis:</u> Developing a System Dynamics based simulation model for the Indian IT industry
  (Guide: Dr Anupam Saraph, Adjunct Professor, Symbiosis Institute of Computer Studies & Research, Pune)
- **MBS**   Production and Materials Management, University of Pune, Pune, India (2012)
- **DORM**  PG Diploma in Operations Research for Management, Bombay University, 1991
- **BE**  Electronics engineering, Bombay University, (1983-1987) securing the 2nd rank across the state.

### Expertise

- Program/Project Management
- Motivation, Strategic and Operational Planning
- Design Thinking
- AI

- Sales and Marketing
- Account Management and Client Engagement
- Digital Transformation