



PROFILE

- Global innovative transformation trailblazer & technology advocate with a focus on enabling the optimal digital workplace experience in the most cost-effective manner | Adaptive management style in VUCA environments, with proven ability as an inclusive & collaborative leader
- Green Belt certified | Experienced with product management, pricing strategies, sales, marketing of products & services, business development, new technologies, contract negotiations, public relations, and project & team management
- Work experience in US, Canada, and UK | Full bilingual fluency in English & French, and intermediate conversational fluency in Hindi, Oriya, and Italian

CAREER

2023-	Current Lighting, LLC	Alpharetta, GA
<i>Director of Finance, Commercial Incentives</i>		
<ul style="list-style-type: none"> Oversee Agent incentive programs Analyze incentive performance metrics Collaborate with cross-functional teams to identify trends and provide actionable insights 		
2022-2023	Raytheon Technologies	Alpharetta, GA
<i>MX Transformation Leader</i>		
<ul style="list-style-type: none"> Modernize the Mac and Mobile experience (MX) for employees by driving product strategy and improvement initiatives Coordinate internal and vendor Project Managers executing projects Partner with product teams in their interactions with business units in helping deliver appropriate solutions & products Demonstrated superior product & industry knowledge to quantify the impact and helped the organization gain a competitive edge Developed and drove new product backlogs by identifying technologies and business outcomes Tracked requirements, stakeholder expectations, key milestones, testing progress and project health and provided regular updates to customers and leadership 		
2021-2022	Samsung Electronics America	Alpharetta, GA
<i>Director, New Computing</i>		
<ul style="list-style-type: none"> Product planning, roadmapping, and operations for laptops and tablets Led a team responsible for the product roadmaps, feature planning, and operations (SKU creation, labeling, etc) for Windows PC, Chromebooks, and Android tablets for B2C and B2B customers Published the Market Requirements Document, including Total Accessible Market, value proposition, use cases, investment, product positioning, etc Provided insights on performance of product category and market trends Created roadmap via Voice of Customer and Voice of Partner, feedback analyses, gap analyses, and market trends Worked with Samsung Alliance/Partnership teams and partners (Google, Intel etc.) to drive unique GTM activities 		

Category Director, B2B New Computing

- Led a lean organization responsible for the product and go-to-market strategies for Windows PC and Chromebooks into multi-billion-dollar B2B markets, including but not limited to Education, SMB, and Large Enterprises
- Published the Market Requirements Document, including Total Accessible Market, value proposition, use cases, investment
- Owned revenue, market share, profitability, GTM plan (product, place, price, promotion), and life-cycle management
- Provided category management point-of-view on performance of product category from sell in/sell out perspective across all route-to-markets and accounts
- Influenced roadmap via Voice of Customer and Voice of Partner, feedback analyses, gap analyses, and market trends
- Worked with Samsung Alliance/Partnership teams and partners (Google, Intel etc.) to drive unique GTM activities
- Worked cross-functionally to ensure software, services, ISV components, and offers are bundled into the GTM plan

2010-2021

General Electric

Alpharetta, GA

Director of Mac

- Led a focused team responsible for delivering the GE employee experience for Mac products globally, which included the entire lifecycle from architecture through deployment to operational support
- Owned the processes for selecting and testing hardware, ensuring full compatibility with GE applications, maintaining the Application Catalog, compliance with cyber security requirements, tracking & monitoring key performance indicators, and driving product-related programs

Endpoint Technology Product Leader

- Led an organization of 40+ professionals and 20+ contractors for selecting, certifying, and managing technology used for individual consumption by an employee, across the major OS platforms (Windows, macOS, iPadOS, Android, iOS), with a primary focus on the overall employee digital experience and a north star of being frictionless
- Maximized a \$60M annual budget to achieve impactful results, increasing NPS of the product by average of 12pts YoY, multiple years in a row
- Used Lean and Agile methodologies with a design-focused strategy to roadmap the hardware offerings, as well as prioritize customer-focused features and internal productivity/management enhancements
- Presented latest industry trends on the product as well as the associated competitive landscape, consistently staying ahead of Gartner's End User Technology recommendations
- Staff partner to Global Supply Chain organization as the Vendor Relationship Manager and technical advisor for real-time pivots on technology during VUCA market shortages/constraints

Senior Technical Project Manager

- Created client (thick, laptop/desktop) and mobile hardware strategy, then transformed global hardware catalog to offer better specifications on employee devices, categorized by function and persona, while reducing the cost per device as well as special orders. Established and maintained strong relationships with 3rd party suppliers, SaaS vendors, OEMs, and other platform/OS partners, while also partnering with internal technology leaders on business-level and regional-level niche hardware initiatives
- Launched Android Enterprise (Android for Work) globally, improving the employee experience by leveraging native Android framework, and set the global standards & specifications of devices. Established and maintained strong relationships with MDM suppliers, SaaS vendors, OEMs and platform/OS partners, while also partnering with internal technology leaders on business-level and regional-level bespoke mobility initiatives
- Migrated the Company's mobile population (120K devices) to a new MDM, then drove integration between the MDM and other service offerings in order to provide additional value to the internal customer base, including secure remote access functionality into the platform, and led process improvements & best-practice sharing across the installed base

Strategic Pricer

- Developed profitability-driving initiatives for national accounts, strategic verticals, and foreign markets by providing guidance to the Sales organization to facilitate closing business within given metrics, including preparation and presentation of bids and pricing agreements, resulting in exceeding business goals on orders, margin, and cycle time performance

Strategic Pricing Manager

- Created frameworks to establish market-based pricing that enhanced company revenue and evaluated existing pricing behavior & practices through quantitative and qualitative measures, resulting in the development of pricing metrics and business intelligence in collaboration with Finance, Regional Pricing, Product Management, and Sales to provide deep analytics. Presented these key pricing dynamics, opportunities, strategies, and risks to senior leadership and C-suite

Aftermarket Manager

- People Leader of a 20+ organization with 6 direct reports, leading the Inquiry-to-Order team to provide post-sales parts and service support, achieving 3.3% YoY improvement for a \$16M business in a highly competitive market

Proposal Engineer / Commercial Developer

- Generated multi-million dollar technical and commercial proposals, achieving 2.7% YoY revenue growth and 4.3% YoY margin improvement across the various industry segments, while negotiating contracts with a focus on risk mitigation, including a Green Belt project that improved the employee experience during risk reviews and assessments

Process Documentation Engineer – Commutators and Unwound/Piling

- Developed detailed process-flow diagrams and work instructions for materials and parts through the shop floor. Identified critical-to-quality functions in a variety of processes, and simplified complex manufacturing processes

EDUCATION

<p>Leadership Training</p> <ul style="list-style-type: none"> ▪ New Manager Development Course ▪ Hiring Essentials ▪ Advanced Coaching Skills ▪ Influential Leadership Innovation: VUCA Leadership and Design Thinking ▪ Foundation of Leadership 	<p>GE Management Development Institute</p>	<p>Ossining, NY</p>
<p>Master’s Diploma</p> <ul style="list-style-type: none"> ▪ Mechanical Engineering: Composites & Manufacturing Systems 	<p>Concordia University</p>	<p>Montreal, QC</p>
<p>Bachelor’s of Engineering</p> <ul style="list-style-type: none"> ▪ Metals & Materials Engineering ▪ Minor B.Sc in Geology / Earth & Planetary Sciences 	<p>McGill University</p>	<p>Montreal, QC</p>