VINEET RAO

Dallas-Fort Worth Area, TX

vineet.rao@live.com   480.678.1644   www.linkedin.com/in/RaoVineet

Accomplished Technology Executive
Accelerating Business Transformation through Pragmatic Leadership

Growth catalyst enabling business outcomes by bridging the technology divide. Develops strategy and leverages innovative and efficient use of technology. Builds organizations to align with corporate goals by creating and implementing simple, workable, achievable, and sustainable technology solutions using industry best-practice processes and guidelines. Builds partner ecosystem to source solutions, extend software development and maintenance on a global scale.

Uses servant leadership style to cultivate team and talent. Passionate about harnessing team members' strengths to drive towards "solutions, not problems".

Areas of Expertise

- Strategic and Thought Leadership
- Organizational Change Management
- Partner Ecosystems
- Product, People, and Project Management

- Agile Champion
- Enterprise level software solutions
- SaaS and On-Premise products
- Contract Negotiation and Vendor Management

EXPERIENCE AND ACCOMPLISHMENTS

INSPIRUS/SODEXO BENEFITS AND REWARDS SERVICES, USA, Colleyville, TX   **2018 – Sep 2021**

Inspirus is a leader in rewards, recognition and employee engagement — helping companies transform their culture in meaningful, sustainable ways through technology enabled solutions and services.

- **Chief Information Officer, and SVP Technology and Product** (Jun 2020 – Sep 2021)
- **Chief Information Officer, and SVP Technology** (Mar 2019 – Jun 2020)
- **Vice President, Technology** (Nov 2018 – Feb 2019)

Developed and Executed Business Transformation **Strategy** in **Product** and **Technology**, with the goal of enhancing the company's bottom-line:

- Oversaw budget ~15% of total revenue contributing to overall P&L.
- Created and implemented a **Product Roadmap** to enhance customer experience and bring new products to market. Product Roadmap contributed to client retention of 98.7%, in addition to generating a robust sales pipeline in excess of $5M. Launched first version of a new employee recognition product in record 6 months and a new ERP (Acumatica) in 17 months by conducting due diligence, RFP and establishing a core team.
- **Built** new teams and **restructured** others to effectively cross-utilize resource skill sets across multiple business areas and technology platforms. Reduced departmental payroll costs by over 47% by eliminating redundant positions. Promoted and hired resources who are advocates for the business vision, resulting in retention of key personnel.
- Restructured contracts through **fiscal discipline**, leading to a reduction in vendor spend of 45%.
- Co-led a **Value Stream Mapping** exercise and implemented a Lean Approach to technology tactics. Identified 24 areas for process improvement, with 92% of them being closed in 7 months.
- Established **Agile@Inspirus** to promote Agile as the guiding principle for all product development. Introduced DevOps and Automation. Created Product-based persistent agile teams. All of these led to an increased throughput of deliverables by ~ 50% year-over-year.
- Invested $1M in new technology and solutions to revamp **Infrastructure and Security**. This has eliminated all end-of-life, and end-of-service-life software and systems and brought them to current and supportable versions. Over 65 security vulnerabilities were fixed, leading to a successful external security audit with no findings 3 years in a row.

AMERICAN AIRLINES (formerly US AIRWAYS), Phoenix, AZ   **2007 – 2018**

American Airlines operates more than 6,700 flights per day and serves more than 350 destinations 50 countries. The airline employs over 100,000 aviation professionals worldwide.

- **Senior Manager, IT Applications** (2009 – 2018)
- **Technologies Lead Analyst I, Business Technology Delivery** (2007 –2008)
- **Contractor, Business Technology Delivery** (2007)

Executed several strategic initiatives within various roles, including the merger of US Airways with American Airlines. Assumed leadership responsibilities across many business areas, built successful teams, and completed project deliverables aligned to business goals:

- Recognized with "Chairman's" awards – the highest award in the company; "Lunch Pail" awards by the Executive Officer Committee; "Above and Beyond" recognitions by Business and IT units.
- **Established** an HR Functions IT **group from the ground up**, consisting of a PMO, Business Analysts, Development, and Production Support teams to efficiently cater to various HR businesses. **Championed Agile** rollout and developed processes and standards. Introduced DevOps for versioning, automated builds, and deployments.
- Collaborated with business units in strategizing, evaluating, and sourcing solutions from vendors. Implemented **enterprise level products** such as SAP/SuccessFactors HCM suite, Employee Service Center, SumTotal Learning Management System, and Sabre Network Planning and Pricing System.
- **Negotiated** and reworked multimillion-dollar **contracts** with SAP, Sabre and SumTotal on products and services.
- Conceptualized, designed, and implemented new applications for the Network Planning business unit, **decreasing the time to market** and increasing business efficiencies.
- **Insourced** multiple applications and processes from HP for the Network Planning business unit. Estimated annual cost savings of $1 million through these initiatives.
- Performed detailed analysis required to justify replacement of aging Pricing servers which enabled multiple upgrades and enhancements resulting in an improvement of $2.6M in annual revenue.
- Evaluated findings from SOX and PCI audits and assisted in remediating them.

ADDITIONAL EXPERIENCE

TSYS ACQUIRING SOLUTIONS, Cave Creek, AZ

Industry Leader in comprehensive solutions and support that securely and reliably process billions of credit and debit transactions every year.

- **Manager, Information Technology**

BLUE YONDER (formerly JDA SOFTWARE GROUP INC.), Cave Creek, AZ

Global leader in delivering integrated software and professional services for the retail supply and demand chain.

- **Development Manager**
- **Senior Systems Analyst**
- **Systems Analyst**
- **IT Developer - Contractor**

EDUCATION

- The Wharton School, University of Pennsylvania: **Executive Education Chief Technology Officer Program** (Fall 2022).
- Bangalore University, India: **Bachelor's degree in Engineering with Computer Sciences Specialization**.

OTHER INTERESTS

- Past President, Asian American and Pacific Islander Network employee business resource group at American Airlines.
- Past Board member of 501 c3 organizations (India Association, and Kannada Sangha of Arizona, an ethnic minority group) and later President of Board (Kannada Sangha of Arizona), Phoenix Arizona.