


Krish Agarwal

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Senior Director of Technology | Vice President of Information Technology

Optimizing business flow through global ERP transformation, cloud migration, world-class ITIL processes, and automation.

Expert in the launch and frictionless performance of global enterprise systems that are the backbone of a corporation.



- Structured and piloted one of **Oracle's largest and most comprehensive** ERP transformations.
- Distilled complex global transitions into controlled, incremental steps – orchestrating **flawless execution with zero downtime**.
- Fostered a culture of Lean thinking and A3 problem-solving – inspiring teams to deliver **efficient, world-class support**.

CORE COMPETENCIES

ERP Transformation • DevOps • IT Strategy • PMO Management • Global Team Management • P&L Management • Automation • Budget Oversight • Capital Expense Management • IT/Business Alignment • ITIL • Support Architecture • Process Documentation

PROFESSIONAL EXPERIENCE

ERG Renewable Energy | Atlanta, GA | A \$16B, global provider of electricity generation and distribution systems.

Director of Application Operations/DevOps | 04/2017 – Present | 22 direct reports | Global team of 120+ | \$6M budget
Promoted to lead an international team to ensure seamless functionality of a critical ERP with 40+ integrations serving \$16B operations. Oversee governance, security compliance, and automation.

ERP Cloud Migration and Performance Improvements

- Migrated ERP and 40+ integrations from on-premises to the cloud. Choreographed an incremental transition and weekend cutover with **no service interruptions. Reduced project costs by 30%**.
- **Improved ERP performance by 66%**, enabling on-time delivery of MRP and a **50% reduction in program wait times**.
- **Reduced financial system close time 40%** by aligning financial processes across ERP globally.

Automation and Process Improvements

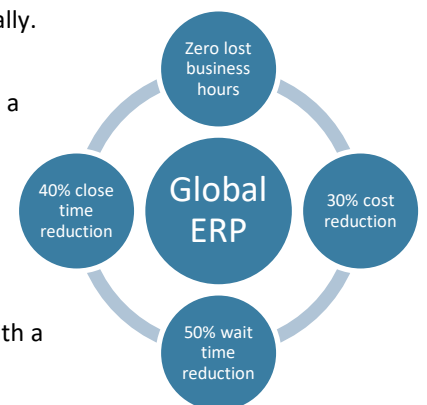
- Pioneered AI, robotics, and electronic automation to eliminate repetitive tasks. Launched a chatbot that **resolves 30% of incidents**. Automated triage and routing for service tickets.

Service and ITIL

- Created and launched a world-class ITIL delivery structure to support the service lifecycle for 15,000+ global business users, **achieving 98% of SLA**.

Disaster Recovery (DR) and Business Continuity

- Designed a comprehensive new disaster recovery plan and business continuity process with a **benchmark-setting** recovery point objective (RPO) of just five minutes.



ERG Renewable Energy | Continued

Senior Manager – PMO Office | 04/2014 – 04/2017

Directed and navigated one of the *largest business transformations* for both ERG and Oracle – improving the foundation of the enterprise by optimizing business processes.

Established the *first PMO office for the digital technology team*. Created a governance model for critical applications used by manufacturing, supply chain, service, project, and finance teams across 16 countries.

- Designed a project execution model and strategy that is still being used by the PMO office eight years later.

Spearheaded one of the company’s most comprehensive global implementations of Oracle ERP. Steered the process from discovery to development, testing, and go-live. Orchestrated project timelines, a team of 50, and a \$5M budget.

- Drove change, negotiated development and support contracts, facilitated testing, and migrated users to the new ERP. Negotiated **\$512K savings** over a five-year period.
- Slashed cost of ERP system ownership **by 58% YOY**.
- Enabled a flawless, weekend cutover with **no loss to business processes** by devising and managing a controlled, step-by-step execution.



Led a robust security transformation that included deep segregation of duties (SOD) and a proactive, accountable SOX audit.

- Program became a blueprint and security model for all of the company’s ERPs enterprise-wide.
- Two-time winner of the CIO award for business security.

HP | Greater Detroit | A \$63.5M technology company.

Project Manager @ General Motors | 09/2009 – 04/2014

- Deployed at GM to manage the global release of a new SharePoint application used by 54,600+ users in 42 countries. Facilitated testing and launched the application with zero issues or downtime.
- Analyzed and tested more than 100 applications used by GM’s new product group.

Test QA Manager – Data Center Infrastructure @ General Motors | 06/2006 – 09/2009

- Tested GM’s most critical design applications and infrastructure. Built test suites and test automation.

Early HP Career

IT Contract Bid Manager
 Technical Lead, Software Engineer

EDUCATION

MS in Information Technology | Oakland University | Rochester, MI
BS in Electronics Engineering | Wayne State University | Detroit, MI

TECHNOLOGY

Microsoft Office: Word, Excel, Outlook, PowerPoint | MS Project | MS Dynamics | Oracle EBS and ERP | SAP S/4HANA |
 Programming: C, Java PL/SQL | Data Analytics: Tableau

Explanation of Project

Background

Krish led global ERP transformations for one of the world's largest energy corporations (fictionalized here). Since ERP systems are the backbone of an organization, each of his projects transformed the company at a fundamental level. Not only was one project the largest ever for Krish's company – it was also the largest for Oracle! One of Krish's talents was planning these projects in small, incremental steps. He would then schedule and oversee a weekend cutover, resulting in no interruption to business. For an enterprise of this size, this required considerable skill and strategizing.

Design

Since an ERP system is essential to the flow of business, my "wave" design was inspired by the concept of flow. I chose ocean-like colors to continue the theme. For the banner, I created two wave-like shapes, filling the underlying shape with a technologically themed image. I then layered a solid blue shape over the top and applied subtle transparency so that the underlying image would show through slightly.

Summary Section

For his branding statement, I began with the benefit to the employer, "optimizing business flow" followed by an overview of the four types of technology/processes that Krish had implemented throughout his career.

Below that branding statement, I added a brief line to further illustrate Krish's value to the company. Specifically, he ensures the "frictionless performance" of ERP systems, which are the "backbone of the company."

I created an infographic to highlight three functional areas of Krish's accomplishments: IT Strategy and Vision, Business Transformation, and Change Leadership. To the right of each one, I included a short, two-line bullet point to correspond with these three areas – providing an overview of his key accomplishments.

Experience

Under Krish's most recent position, I created another infographic to quickly convey the four results of the latest ERP implementation: Zero lost hours, 30% project cost reduction, 40% wait time reduction, etc. I also grouped his bulleted accomplishments under umbrella headings in order to break the content into bite-sized pieces.

For his previous position on page two, I used the same umbrella strategy to break up the content. I created a graphic using an arrow shape to call out the 58% cost reduction. I highlighted Krish's awards by layering a white trophy image over a blue shape and adding text over the top.