**'RB' BALI**

706-438-2254 |rag.bali@gmail.com | https://linkedin.com/in/rbali |California, United States

**AREA OF EXPERTISE**

Growth, Expansion, Strategy, Resourcing, Delivery, Stakeholder Management

**EXPERIENCE**

**Penumbra Inc | 03/2021 - Ongoing**

**Promoted to ‘Manager IT-Compliance’**

* Promoted to the role to lead company's first SOC2 certification and risk management program.
* Made the product marketable to the $431 million immersive healthcare industry with the achievement of SOC-2 cybersecurity certification within three quarters.
* Improved sales cycle from 30 days to 5 days with process improvements for customer's security assessment response.
* Saved 20% tool license cost by improving idle asset management with correlation of CMDB, security scanning & reporting.
* De-escalated enterprise risk from high to low by effective application of the NIST cybersecurity framework.

**DXC Technology | 05/2019 - 07/2020**

**Client Partner - P&G Security**

* Hired to establish DXC digital security team as trusted advisor to P&G's stakeholders.
* Saved $12m business for end point security with a unique buy-back strategy, negotiated a 5-year extension of service.
* Expanded DXC's reach to P&G's $30 million business at global CIO offices by aligning DXC GTM offering to P&G's 2020 CISO directives for an easy buying decision.
* Brought DXC back on the table for P&G security RFPs worth $25 million by turning around relations with P&G vendor management.

**Innova Health Systems | 07/2018 - 07/2019**

**Sr. Manager - Identity & Access Management**

* Contracted to steer access management group and improve measurable performance.
* Achieved 1-day ticket turnaround rate within 90 days by introducing a service catalog, eliminating general items, standardizing procedures, measuring quality, and publishing a performance dashboard.
* Improved IT experience of healthcare staff by digitizing paper-based requests at all Innova hospitals removing delays caused by request routing, incomplete user input, and correspondence.
* Automated and streamlined unreliable non-employee onboarding, offboarding process to include manager validations and triggers for access creation, modification, attestation, and deletion.
* Saved $2million in a tight budget quarter by Increasing ROI on existing security tools through code enhancements & workflow adjustments.

**Mphasis Corporation | 08/2011 - 06/2018**

**Promoted to ‘Associate Vice President - AIG Security’ to manage Identity & Access Management service.**

* Increased AIG ticket handling capacity to 200%, reducing the cost of operations by 50%.
* For a new $2 million contract, designed and executed a 3-phase transition plan to lift & shift, stabilize and optimize service.
* Eliminated $0.5 million cost leakages for AIG by converting FTE model to transaction-based billing.
* Optimized first-time-done-right accuracy to 99.9% by introducing QA function.
* Applied Robotic Process Automation for converting the top 10 repeatable tasks to self-service.
* Designed Power Bi dashboards to improve visibility for cross-functional leaders and stakeholders.
* Introduced team lead scorecards to measure weekly achievement of wildly important goals.

**Encodex Technologies / Telesystems | 06/2009 - 06/2011**

**Promoted as ‘General Manager’ to head branch office and market expansion**

* Built a strong team of 40 network professionals to commission a 4G WIMAX network for Clearwire, Sprint, Google.
* Enabled 150% incremental rate of quarterly revenue for 6 consecutive quarters and maintained margins by managing resourcing, attrition, and team morale.
* Acquired partnerships for the expansion of telecom services in new regions by creating a GTM portfolio.
* Introduced an innovative 'zero-brick peer review procedure' to avoid costly on-site tech visits and maintained a zero-error rate.
* Streamlined uneven process application and variance in outcome by translating tribal knowledge to an enterprise wiki.
* Enhanced voice communication skills of the offshore team to make them approachable and understandable to American partners using a self-designed VoIP call recording and feedback tool.

**Synechron Systems | 05/2007 - 04/2009**

**Promoted to the role of ‘Lead Systems’ for Asurion network support team**

* Saved a $500k spent on underperforming high speed MPLS links by creating custom link performance measuring tool, useful for negotiating the charges and contract renewals.
* Engineered L3 routing, switching, load balancing to connect an offshore office with corporate network of 70 locations.
* Deployed surf-control to enable web filtering to protect the network from malicious and unwanted traffic.

**EDUCATION**

**Network Systems Engineering**

University of Plymouth

**Logistics Management Program**

IIM Lucknow

**Information Systems Diploma**

UPDESCO Lucknow

**TRAININGS**

**4DX by Franklin Covey**

**High Impact Sales by Dale Carnegie**

**Lateral Thinking by Edward Bono**

**Nurturing Talent**

**S-ProjectPro PMP**

**CERTIFICATION**

**CCNP Cisco Certified Network Professional**

**CCNA Cisco Certified Network Associate**

**ITIL V3**

**IELTS Academic**

**PUBLICATIONS**

**Implementing a network operations center management console: NETMATES.**

R.Bali (Author), Paul S. Dowland (Author, Editor), Steven Furnell (Editor)

ISBN 978-1-84102-179-9 Advances in Computing and Communications 3
Published by Network Research Group, University of Plymouth, Plymouth, United Kingdom

**AWARDS**

**Mphasis ACE**

Recognized for service delivery excellence at spirit of winning annual rewards & recognition 2012

**Apex Award**

Recognized for overachieving targets to improve bottom line indicators.

**ITO Monthly Summit Award**

Recognized for living by MphasiS Values.