

DR. SAJU SKARIA

Curriculum Vitae

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EXECUTIVE PROFILE

A vision-oriented leader, business executive, educator, speaker, and author renowned for expertise in international business, Information Technology, outsourcing, and cultural diversity

Dr. Saju Skaria presents broad experience in global business, information technology outsourcing, and assists clients in transforming their business to become modern digital enterprises. He is a globally experienced professional, leader and mentor, expert in creating a unique ecosystem of customers, partners and service professionals to deliver value based IT solutions for business benefits to Fortune and Global 1000 corporations. In his current role, Dr. Skaria is responsible for go-to-market strategy, market penetration, advisor connect, sales, and revenue management.

Dr. Skaria has extensive background in diverse industries in the manufacturing/industrial sector with Aerospace, high-tech, electronics, Automotive, Process, and Industrial sub verticals. Dr. Skaria is a US citizen, and he comes with an international and bi-cultural background that is well suited for global settings.

- *Senior Business Executive with global experience*
- *Published Author and Global Speaker*
- *Established Blogger and Columnist*
- *Leadership Researcher, Mentor, and Coach*
- *Member, TiE - Global Entrepreneurship Organization*
- *Member, Project Management Institute*
- *Member, Institute of Electrical and Electronics Engineers*
- *Language skills - English, Hindi, Malayalam*

RESULTS-DRIVEN SENIOR LEVEL GLOBAL BUSINESS LEADER with high cultural quotient, and a track record driving businesses, building strategic alliances, empowering leader, unlocking individual potential, and inspiring teams to constant improvement.

EXCELS AT LEVERAGING BUSINESS, TECHNOLOGY, AND MARKETING ACUMEN
Experience in selling and managing diverse industries, strong customer empathy, quick analysis of business issues and revenue opportunities, and deliver targeted, effective tactical and enterprise solutions.

POSSESSES A SOLID RECORD OF ACHIEVEMENT in guiding global sales and operational management. Specialties include complex technologies sales, disruptive technology sales, enterprise and tactical selling.

HIGHLY ANALYTICAL LEADER WITH BIG PICTURE VISION and the ability to work with executive management, staff, and customers to convert complex requirements into actionable business plans. Persuasive communicator, successful at presenting innovative ideas to C+ level decision-makers and achieving buy-in.

CORE EXECUTIVE QUALIFICATIONS

- Global Markets Expertise
- Sales and Marketing Strategies
- Executive Leadership
- High Performance Management
- Business Strategy
- Outsourcing
- Program Management
- Global Delivery
- Business Development
- Business Consulting
- Vendor Management
- Service Delivery
- Strategic Leadership
- Cross-functional Team Leadership
- Executive Management
- Contract Negotiation
- Strategic Alliances
- Go-to-market Strategy
- Business Analysis
- Sales Management
- Business Intelligence
- Business Management
- Digital Enterprise
- Professional Services
- Cross-Cultural Communication
- Change/Conflict Management
- Strategic Planning
- IT Service Management
- Management Consulting
- Entrepreneurship
- Business Transformation
- Market Research
- Consultative Selling
- Finance Management
- Competitive Intelligence
- Sales Management

EDUCATION & TRAINING

Doctor of Business Administration, University of Phoenix, USA

Doctoral Dissertation: A phenomenological inquiry of Asian Indian immigrant leaders In the U.S. Information Technology industry

Master of Business Administration, IGNOU, New Delhi, India

MS, Aerospace Engineering, Indian Institute of Science, Bangalore, India

BS, Mechanical Engineering, University of Kerala, CET, Trivandrum, India

PROFESSIONAL PLATFORM

TATA CONSULTANCY SERVICES (TCS), 2012 – PRESENT

Tata Consultancy Services (TCS), US Major Market Unit: 101 Park Avenue, 26th Floor New York, NY 10178, (2012-present); www.tcs.com. TCS is the highest ranked, Fortune 500, Global IT services provider from India with global operations. (BSE: TCS).

SENIOR DIRECTOR:

- Responsible for leading business with the U.S. **Manufacturing Companies** (Aerospace, Automotive, Process, and Industrial) through a solution approach by bundling TCS' offerings of Consulting, Application lifecycle management, Enterprise solutions including Global roll-outs, Upgrades, and Migration, Integration, Infrastructure management, BPO, Engineering & Outsourcing services.

Key accomplishments:

- Strengthened market position by identifying, developing, negotiating and closing new business relationships with leading manufacturing sector clients.
- Identified new markets and designed marketing and go-to-market strategy for commercially viable disruptive technology solution.
- Penetrated multiple fortune 100 manufacturing clients with new strategic service offerings.
- Multiple business engagement in IT (ADM, SAP, Oracle, BI/Analytics), Engineering, BPS (Business Process Services), Transformational (Digital, IOT) space.

XEROX CORPORATION (XEROX), 2011 – 2011

Xerox Corporation, Norwalk, CT 06856, (2011) www.xerox.com

Xerox is the leading global business provider in Document, Content Management, IT, and Business Process Outsourcing.

VICE PRESIDENT AND CLIENT MANAGING DIRECTOR:

- Global Leader responsible for the 360 Degree Strategy and Business with one of the largest Xerox Clients, a diversified US fortune 100 Company. Managed a Global Leadership Team, with dedicated members in North America, Europe, and Asia Pacific with annual business target of \$120 M. Responsible for:
- Global P&L, New business development, Customer Sat, GTM Strategy, "C" Level Client Relationship

INFOSYS TECHNOLOGIES LIMITED (INFOSYS), 2008 – 2011

Infosys Technologies Limited, US Operations: Dallas, Texas 75024, (2008-2011); www.infosys.com. Infosys is the second highest ranked, Fortune 500, Global IT services provider from India with global operations. (NASDAQ:INFY)

CLIENT PARTNER:

- Focused on **manufacturing industry** vertical – specifically on Aerospace and Defense clients in North America; build business for both existing and new clients.
- Strengthened market position by identifying, developing, negotiating and closing new business relationships with leading Aerospace & Defense sector clients.

Key accomplishments:

- Penetrated multiple fortune 100 Aerospace and Defense clients with new strategic service offerings. First Strategic engagement in space domain by a non US IT Services Company that lead to new international collaboration between US and India in space programs.

IBM GLOBAL SERVICES (IBM), 2000 – 2008

IBM Global Business Services, Armonk, New York, 10504, (2000 – 2008) www.ibm.com
International Business Machines (IBM) is the world's top provider of computer products and services.

CLIENT SERVICE EXECUTIVE: (2007-2008)

- Client Services Executive in High Tech/Electronics and Aerospace/Defense Application Services business for IBM Global Business Services.
- Clients included Motorola, Boeing, Honeywell, Textron/Bell Helicopters, Northrop Grumman, and Lockheed Martin.
- Responsible for signings over \$100 M over these accounts.

ACCOUNT EXECUTIVE: (2004 -2006)

- As Account Executive for Honeywell/Textron, was responsible for both engagement and delivery.
- Responsible for setting up Global team for the Account which further expanded to other accounts within the sector. Grew accounts from \$10M to \$ 50 M.

PROGRAM & OPERATIONS EXECUTIVE: (2000 -2004)

- As program Executive, was responsible for building IBM's offshore team for American Express and Gold Avenue Accounts. As US Site Executive, was responsible for building American Express from a team of 50 to 800 with Annual revenue over \$ 60 M. In this role was responsible for engagement, site operations, and delivery oversight.
- Recruited senior members of the team and trained them to accomplish business goals

PUBLISHED WORK

- Dissertation (ProQuest - 10784204): *A phenomenological inquiry of Asian Indian immigrant leaders in the U.S. Information technology industry* (2018)
- Book (Amazon, ISBN 13: 978-1-983343-11-7): *Leadership: Random thoughts on leadership, strategies, global business, and spirituality – A collection of essays* (2018)
- Book (Amazon, ISBN 13: 978-1-983394-43-0): *Empathy: Why do you care? Leadership lessons from real life.* (2018).
- Book: *Breaking the Glass Ceiling – The Story of India's techno-immigrants* (Dr. Saju Skaria & Dr. Mark Kass - in progress)

CONFERENCE PROCEEDINGS WORK

- *Ethical Leadership and Decision Making – A TATA group case study.* (2014)
- *Cyber Security: Complex Adaptive Systems.* Missouri University of Science and Technology. (2012).
- *Non-destructive evaluation of advanced composite honeycomb structure - some studies.* World Conference on NDT. (1996).

ARTICLES/BLOGS (SELECTED)

- Coaching for Leaders. (2018).
- Ingredients of High Performance. (2018).
- Corporate World: Do you really care? (2018).
- Breaking the Glass Ceiling. (2018).
- Spirituality in Business. (2017).
- Positive Intelligence: A game changer for your potential and performance! (2017).
- Fiscal conservatism – Why it is essential in today's society. (2016).
- Leading business with a human face! (2016).
- Organizational Behavior: The Paradigm Shift. (2012).
- Critical Thinking Approach to Ethical Leadership Decision Making. (2012).
- Creating high performance organizational culture. (2012).

- Business Ethics! (2012).
- Global Marketing Challenges! (2012).
- Business Ethics and Leadership. (2008).
- Global Business Operating Strategy: Trends, Issues, and Problems. (2008).
- Global Leader Roles – Do organizations follow the right approach? (2008).
- Offshore Centric Enterprises – Some Thoughts. (2008).
- Global Competition in the Flat World. (2008).
- Value adding aspects of the product and/or service to the organization. (2008).
- Improving communication among cultures in a Global Context. (2008).
- Ethical Issues in Information Technology. (2008).
- Organizational Dynamic Models. (2007).
- Risk Management Strategies in the Global Environment. (2007).
- Holistic or Systems Thinking for Organizational Growth. (2006)

TEACHING PHILOSOPHY

Beyond striving to ensure that students learn the fundamental content of the courses I teach, my objectives as a university faculty member are as follows: (a) to foster critical thinking skills; (b) to facilitate the acquisition of lifelong learning skills; (c) to help students develop evidence-based problem-solving strategies; and (d) to prepare students to function as highly skilled and competent business environment.

Furthermore, my overall teaching philosophy is based on two principles, which are supported extensively in the literature: (a) active student learning strongly influences student-learning outcomes; and (b) assessment procedures strongly influence student acquisition of knowledge.

As a Business Management faculty member, I believe my role in the classroom is a facilitator of information and new concepts in the business field. I like to challenge the students by encouraging them to participate in classroom discussion and allowing them to express their opinions on the issues. I believe in the democratic and proactive system of teaching/management, thus, I often allow students to participate in the decision making process during the semester.

I come with a strong technology background and I am deeply committed to bringing technology to the classroom. I believe this is evident in my integration of technology in all my classes.

I am also a strong advocate of bringing the real world to the classroom. I accomplish that by relating the business theories and concepts to current global developments and technological innovations. I also, encourage students to keep informed by continuously relating assignments to current business and world news and by searching the digital world. I believe the Internet provides a great research, communication, and information tool to students, therefore, I have designed projects that require Internet usage and comprehension.

The faculty-student relationship must be based on mutual respect and understanding. The faculty member's role should be that of a coach, a cheerleader, and/or a director who sets goals for his/her team to achieve and assist in achieving those goals. The instructor should capitalize on the diversity of the student body by encouraging creativity and new ideas that will enhance and ease the teaching/learning process.

It is my goal not only to provide my students with the deeper understanding and application of business management, but also to enable them to work with each other in-group settings, be creative, and to effectively communicate their ideas and concerns. Students should be viewed as individuals that are capable of anything and everything, however, instructors must be able to recognize the abilities, talents, and deficits of their students and systematically work on reducing the deficits and nurturing the talents.

My ultimate goal is to provide the learning experience that will enable the student to have the opportunity to effectively compete and excel in the global business environment.