



RAMKUMAR R

CIO (Chief Information Officer)

Professional Summary

A visionary Technology & Marketing Technology Leader with 25+ years of IT leadership experience, including 15+ years in Director roles and currently serving as Chief Information Officer (CIO). I specialize in MarTech solutions, AI-driven digital transformation, enterprise campaign management, and large-scale technology delivery. With deep expertise in building scalable architectures, leading cross-functional teams, and driving end-to-end digital modernization, I help organizations achieve measurable business growth and operational excellence.

In my current CIO role, I lead the company's technology strategy, solution architecture, and delivery excellence while driving innovation, market competitiveness, and customer-centric solutions. I oversee technology roadmaps, guide cross-functional teams across Delivery, Marketing, and Training, and ensure the seamless alignment of technology with organizational goals. I also act as a strategic partner to sales and leadership teams—shaping solution offerings, supporting client engagements, and enabling business expansion through technology-driven value.

Previously, I have led global MarTech and digital transformation programs across the USA, Europe, Canada, the Middle East, and India, managing teams of 200+ professionals and overseeing enterprise technology ecosystems. I bring a strong track record of optimizing marketing platforms, implementing automation, modernizing operations, and delivering high-impact digital solutions for large global clients. My experience spans various industries, including healthcare, insurance, banking, media, trading, e-commerce, digital marketing, and a range of products and applications.

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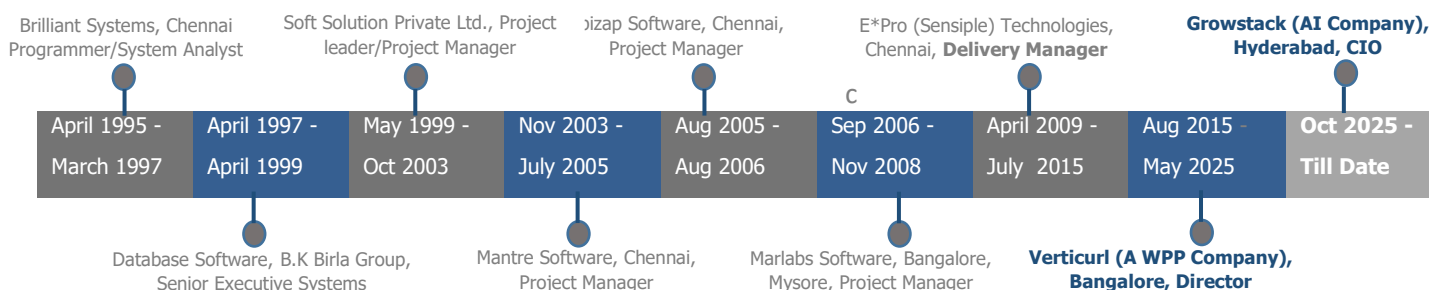
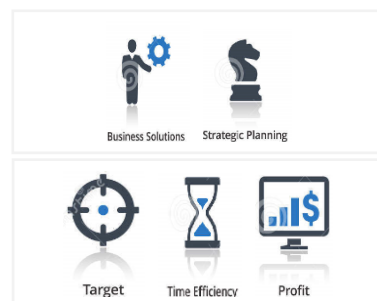
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Core Competencies



- Effective delivery of project
- Project Management
- Technical Co-ordination (R&D)
- CMMi L3 Implementation
- Customer and People Management
- High Level Technical solution provider
- Project Budgeting & Monitoring
- Customize large-scale application



Some of the Major Projects

Verticurl (Current company): Red Hat, Cirion (Lumen), SAGE, IBM, College of Law, Verizon, Akamai Technologies Managed care, Akamai Technologies, Acquire, Amdocs Managed care, Amdocs demad gen, Gainsight, Ernst & Young Enablement, Ernst & Young IGTM Support, Ernst & Young Japan, Manulife Singapore, Manulife Japan & Veeam, Rockwell Land, GEG (Galaxy) & CFA.

Sensiple (E*Pro Technologies): Televox (2200+ Website), Omaha Mayor's Office, Sussex Bank, Streaming Edge. Marlabs & SSPL: MCO central, Streaming Global – Trading (US), FexBee (SBT, Dena, UTI).

Executive Profile

Sole responsibility for all aspects of delivery, customer and people management for the Delivery.

Expertise in all phases of Software Development Life Cycle and all project execution activities such as planning, costing, delivery and post-delivery review to ensure that the Project Unit functions as a Profit Centre.

Managed Quality Initiatives and ensured conformance to CMMi and exposure in SEI CMMi Implementation. Two Project got certified by CMMi Level 3.0

Uses knowledge of software project management methodologies, quality standards and business requirements to ensure customer satisfaction.

Oversees all project execution activities such as planning, costing, delivery and post-delivery review to ensure that the Delivery Unit functions as a Profit Centre.

Expertise

Ensuring effective resource utilization across onsite and offshore including manpower allocation and release. Working on long term process improvement and Relationship Management with Clients at all levels. Proficient in conducting periodic project progress review meetings to ensure effective delivery of project solutions.

Project Management: Project Initiation, Project Scoping, Estimation, Costing, Resource Allocation, Scheduling, Execution tracking, Metrics measurement and successful communication across multiple projects, Project Planning & Execution, Project Budgeting & Monitoring, Risk Mitigation, Customer Acceptance, Lessons Learnt and Closeout.

Project Record: Participation/Management of over 100+ large projects, involving all delivery aspects and solutions including Health Care (websites), E-commerce, Media, Trading, Banking, Insurance, Social Welfare, Digital Marketing etc.

Key Achievements & Impact

Innovation & Efficiency: Launched VPrince and VTimer, proprietary project management tools that reduced production resource needs and enhanced ROI. Received the "Best Innovation Award" in 2020 and 2023 for contributions to technology automation.

Strategic Partnerships & Thought Leadership: Collaborated with business leaders to identify and prioritize technology investments, leading to a 20% increase in revenue and a 15% reduction in operational costs.

CIO (Chief Information Officer)

Growstack.Ai (AI Company), Hyderabad - From Oct'15 – Till Date

As CIO, I lead the company's technology vision, digital transformation, and solution delivery to accelerate business growth and innovation. I ensure technology strategies align with organizational goals, client expectations, and market competitiveness.

Key Responsibilities:

- **Technology & Digital Leadership:** Drive digital transformation by adopting modern technologies, aligning solutions with market trends, and strengthening the company's tech capability.
- **Solution Architecture & Delivery Excellence:** Lead solution architecture, ensuring scalability, reliability, and innovation. Oversee end-to-end delivery and operational excellence of software solutions.

- **Client Leadership & Business Growth:** Act as the technology partner for clients, support sales with technical insights, enable solution-led proposals, and ensure successful project delivery to drive business growth.
- **Strategy, Roadmaps & Market Intelligence:** Define and execute technology roadmaps; perform competitive and market analysis to maintain industry leadership.
- **Cross-Functional Collaboration:** Work closely with Training, Marketing, and Delivery teams to elevate organizational capabilities, improve service quality, and enhance market positioning.
- **Innovation & Continuous Improvement:** Empower teams with modern, forward-looking solutions that drive efficiency, innovation, and long-term competitive advantage.

Director (Technology Delivery)

Verticurl Marketing Pvt Ltd. (WPP Company), Bangalore - From Aug'15 – May'25

Project & Program Management:

Managed an annual \$25M technology budget across a portfolio of 30+ projects, consistently delivering projects on time and under budget. Led cross-functional teams to achieve cost efficiencies and enhanced project delivery timelines by 30%.

Technology Strategy & Innovation:

Developed and implemented technology roadmaps aligned with organizational growth objectives, resulting in a 40% increase in operational efficiency. Spearheaded Autocurl, an automation tool that reduced manual work by 25% and increased productivity, saving over 4,000 hours monthly. The efficiency gains led to an 18% increase in sales and a 20% reduction in project costs.

I also introduced a Gaming Innovation idea in digital marketing, which I shared with leadership and initiated a proof of concept (POC). This POC was successfully presented to existing clients, generating new projects with a revenue of \$1.8M.

Team Leadership & Development:

Directed a team of 200+ professionals, including Associate Directors and Solution Architects, fostering a collaborative and high-performance environment. Developed training programs to upskill team members, supporting long-term organizational needs.

Stakeholder & Client Engagement:

Regularly engaged with executive stakeholders and clients to align project scope and objectives. Drove a 15% increase in client retention through proactive communication, stakeholder alignment, and on-time project delivery.

Budget & Resource Optimization:

Optimized resource allocation, reducing project costs by 20% and increasing ROI on technology investments. Conducted budget forecasting and performance analysis to maintain alignment with financial goals.

Governance & Compliance:

Established technology policies and standards in line with CMMi Level 3 requirements. Implemented risk management practices, CMMi process with industry regulations.

Delivery Manager,

E*Pro (Sensiple) Technologies, Chennai - From April'09 -July'15

Oversaw project management activities, including scoping, planning, budgeting, and risk management for large-scale projects. Delivered the TeleVox web development project (2,200 websites) under budget and within timelines, earning executive recognition.

Led cross-functional teams in delivering complex, multi-regional projects, meeting high standards of quality and client satisfaction. Streamlined processes, reducing ticket resolution times by 40%.

Played a critical role in driving efficiency through project automation and quality control measures, aligning with CMMi standards.

Technologies

Project Management Tool: MS Project, Jira and Wrike.

Web & CMS Technologies: DotNetNuke (DNN), Drupal, Joomla, WordPress, Sitecore and Liferay, HTML, JavaScript

Digital Marketing Platforms: Eloqua, Marketo, Adobe Experience Manager, Salesforce CRM, SFDC and Marketo AI.

.NET Technology: .Net, ASP.NET, C#, WCF, WPF, LINQ, VB.NET.

Professional Development & Certification

CMMi Level 3 Implementation: Successfully led projects through CMMi Level 3 certification, ensuring adherence to industry standards.

Awards & Recognition: "Best Innovation Award" for Automation tools from Verticurl in 2020 & 2023. "Rising Star Award" & "Measurable Success Award - Team" from Verticurl in 2016 & 2017. "Star Performer Award" from Sensiple President in 2014. "Best Performance" appreciation from Omaha Mayor's Office. "Portraits Award" from SSPL President.

Chief Guest at Kristu Jayanti College, Bangalore, for the inauguration of the Manoeuvre IT Fest, I presented a session on AI Technology to students and professors.

Chief Guest at KGISL College, Coimbatore, where I delivered a presentation on Digital Marketing and Augment Technology.