

SANDEEP RAMACHANDRA

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GLOBAL DELIVERY & TRANSFORMATION LEADER | HEAD OF IT PROGRAMS & ENTERPRISE OPERATIONS

Dynamic IT Delivery Leader with 25+ years of global experience driving multi-million-dollar technology portfolios across BFSI, Semiconductor and Technology industries in Europe, UK and India.

"Sandeep has demonstrated amazing level of commitment and diligence in shaping the Oracle EBS (ERP) team within the account. He was instrumental in managing the deliveries of multi-million- pounds on the Oracle EBS. This helped us gain strong foothold on a critical portfolio with our customer. Additionally, he has front-ended many tenders/bids defence and helped the organisation further its growth."

~Girish Bhat, VP – Head of IT Service Delivery

- **Proven track record in scaling portfolios, governing contracts**, and leading high-performing global teams of 500+ with attrition consistently below 6%.
- **Recognized for delivering enterprise-wide transformation programs**, including Oracle Fusion, Cloud Analytics and GenAI solutions, while reducing client IT spend by 5% annually and safeguarding mission-critical operations with zero high-priority incidents.
- **A trusted partner to CXOs** – bring strategic foresight, operational rigor and a can-do, risk-taking leadership style that consistently drives growth, client satisfaction and competitive advantage.
- **Passionate about building future-ready organizations**; successfully cross-trained 350+ consultants on AI/ML and GenAI, nurtured innovation pipelines through hackathons, and positioned delivery units for sustainable excellence.
- **Adept at navigating complex geographies**, scaling service lines, and shaping client strategies; committed to delivering measurable business outcomes and long-term transformation value.

- ➔ *Boosted margins by 4% and revenue by 5% quarter-on-quarter by establishing a robust reporting structure and optimising non-billable activities for 11 tech accounts.*
- ➔ *Enhanced segment margin by 2% by strategically reallocating over 40 resources, maintaining critical talent availability amidst delayed contract signings and business growth challenges.*
- ➔ *Improved customer satisfaction by 10% over three years, fostering interdepartmental harmony through strategic meetings and rapid escalation resolution, leading to a 2% revenue increase for TCS.*
- ➔ *Reduced attrition to <6%, strengthening team cohesion by initiating office-based work, regular team connects, and recognition programs, significantly enhancing delivery performance over three years.*

LEADERSHIP COMPETENCIES

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| – Enterprise Technology & Transformation | – Decision-Making, Strategic Foresight & Change Leadership |
| – Enterprise Value Creation & Operational Scaling | – Global Team Leadership & Multi-Location Delivery |
| – Risk, Compliance & Business Continuity Management | – Performance Management & Attrition Control |
| – Strategic Partnerships & Alliance Management | – Continuous Improvement & Process Optimization |
| – Business Development, Large RFP Solutioning & Contract Negotiations | – Large-Scale Program & Portfolio Oversight |
| | – Program & Delivery Management |

PROFESSIONAL EXPERIENCE

Tata Consultancy Services, Bengaluru, Jul 2006 – Aug 2025

- Oversaw **\$250M customer contracts**, ensuring compliance with legal frameworks, alignment with service commitments and timely delivery of obligations.
- Reduced **IT spend by 5% annually** by deploying automation accelerators, streamlining support operations and minimizing high-priority incidents.
- Transformed UK&I BFSI delivery by **cutting invalid projects by 50%**, leveraging stronger COE alignment, cross-training and employee engagement programs.

- Directed Oracle ERP delivery and support across UK & Ireland.

Segment Operations Head – Technology Services Vertical (Jan 2025 – Aug 2025)

- Directed **\$80M revenue** across 11 technology engagements, **improving margins by 4%** within 3 quarters through compliance-focused operational governance.
- Partnered with senior leadership to address risk, compliance and quality gaps, achieving 100% consent on critical parameters within 2 quarters.
- Instituted financial discipline by ensuring accurate and timely month/quarter closure.

Delivery Head – European Semiconductor Client (Feb 2022 – Mar 2025)

- Managed multi-year portfolio delivering Teradata, One PLM and Tibco cloud migrations with zero high-priority issues post-rollout.
- Mobilized and led **350-member** global team, generating **\$20M annual revenue**.
- Boosted **customer satisfaction by 10%** and **reduced IT spend by 5%** annually through proactive incident reduction, shift-left strategies and process enhancements.
- Strengthened stakeholder engagement through structured events and collaboration, improving retention and innovation culture across delivery teams.
- Pioneered AI/ML and GenAI adoption by training entire portfolio team, forming new GenAI CoE that earned customer accolades and internal awards in hackathons and innovation forums.

Delivery Partner – Major Australian Bank (Oct 2020 – Feb 2022)

- Directed **\$18M portfolio** covering Corporate Finance, HR and custom applications.
- Drove synergy across delivery units by conducting quarterly in-person collaboration sessions, reducing release incidents and accelerating project timelines.
- During peak of Covid pandemic, ensured wellness of team and their families.
- Worked through visa, location restrictions, ensured no impact to customer deliveries, support parameters.

Delivery Partner – Oracle COE BFSI UK&I (May 2019 – Apr 2020)

- Directed delivery of Oracle Finance & EPM across 20+ BFSI engagements in the UK&I.
- Strengthened COE connectivity, resolving delivery challenges and cross-engagement support issues.
- Fostered collaboration among SMEs and leads to accelerate issue resolution and share best practices.
- Introduced Shared Services for cost-constrained clients, optimising budgets and resources.
- Supported sales teams during bids, aligning delivery insights to winning strategies.
- Cut red projects by 50% in Oracle COE through improved engagement, cross-training, and stronger governance.

DELIVERY PARTNER – UK INSURANCE CUSTOMER (Jul 2006 – Oct 2020)

- Spearheaded Oracle ERP, HR, and Hyperion delivery across UK, Canada & US, sustaining a decade of mission-critical support over **\$18 M portfolio**.
- Won and delivered Oracle Fusion transformation program and existing Oracle R12 Finance application to IAAS cloud.
- Exceeded customer expectation in managing critical core Finance, payment, payroll, Finance reporting applications over decade and grown
- Built high-performing Oracle teams, opening new growth opportunities for TCS.

Early career:

ANALYST, Phoenix Global Solutions/ Axiomtec software (Sep 2002 – Jun 2006)

SENIOR SOFTWARE ENGINEER, Zenith Software (Aug 2000 – Aug 2002)

EDUCATION

Executive Program – Advanced Strategy Management, Indian Institute of Management, Vishakhapatnam | 2024

B.Sc. – Electronics, Bangalore University, Bengaluru | 1999