

Tj (Tejas) Hariharan

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Personal Profile

Award winning Innovator who has successfully scaled transformation at an enterprise level through business process re-engineering and innovative use of technology.

Job History

Cisco Systems

Dec 2013 to Present

Biz Ops

Sep 2016 to Present

Global Service Provider, Operations Team (across the globe). Key Responsibilities:

- Drive and lead innovation and digitisation efforts across the organisation to reduce cost and increase efficiency.
- Effectively understand and communicate business needs and analytics from Operations with IT and Business Intelligence teams to drive innovation and facilitate transformation.
- Expert in *Commit Management* - tracking large deals at a global level to better manage bookings and customer deliverables.

Business Analyst

Jun 2015 to Sep 2016

Global Service Provider, Operations Team (across the globe). Key Responsibilities:

- Effectively utilizing analytics to drive innovation in ensuring customer, team and stakeholder satisfaction.
- Leading team in digitisation and automation efforts (including creative and effective use of Python, Excel Macros, Tableau, Alteryx and SAP).
- Analysis and Data Gathering for teams across the globe, including the use of SAP Business Objects, Tableau, Excel and other custom dashboards
- Effectively establish and maintain in-depth operations and customer reviews for over 20 customers across the globe spanning various internal teams and metrics.
- *Commit Management* and predictive analytics for business, including tracking large deals at a global level to better manage bookings and customer deliverables.

Customer Partner Experience (CPE) Specialist

Dec 2013 to Jun 2015

Asia-Pacific Regional Operations Support Team. Key responsibilities:

- Establishing and driving adoption of key Metrics and analysis for Customer Partner Experience (CPE) teams across Asia theater.
- Identifying and flagging critical gaps in customer experience and designing, streamlining and digitizing processes for analysis of data from various tools (including SAP Business Objects, Oracle Forms, Access and Excel).
- Re-engineer data collection process to simplify pattern recognition and enhance user experience, increasing overall productivity.
- Creation of Process Documentation for various internal teams, used for new-hires.

Lafarge N.A

Jun to Aug 2005 & 2006

Assistant Accounts Payable Specialist, Position involved sorting files, and various data entry jobs for digitization of financial data

Key Achievements & Awards

- **You Amaze 2** award for “innovation and collaboration”, and being the first in team history to win 2 awards in same cycle.
- **Spotlight on Innovation** award, for “innovative approach to business models resulting in exceptional achievements for team”.
- **Collaboration Award**, for “excellence in teamwork resulting in ease of doing business”.
- **Shout Out** award, for “going above and beyond in supporting team, peers, partners and stakeholders”.
- **You Amaze 1** award for “driving process innovation and execution excellence” within the first month of the role.
- **You Inspire 3** award for “innovation in metrics and reporting”, for efforts in collaborating and digitizing metrics across global vertical.
- **You Amaze 1** award for “spotlight on Innovation and Transformation”, for efforts in transformation projects.
- **Six Sigma Continuous Improvement Yellow Belt Certified** (through Cisco)

Education

Bachelor of Arts in Philosophy at the University of Waterloo (Canada)

Computer Certifications, Skills and Experience

- Intermediate level experience in Data management and analysis tools including *SQL, Tableau, Alteryx and SAP Business Objects*.
- General programming in VBA and .Net (C#, VC++ and VB), Python, C/C++ (for DOS, Windows, and Unix/Linux), Java.
- Experience in various scripting languages including *python, sh, bash and zsh, L^AT_EX*.
- Advanced experience with various flavours of Linux, UNIX, Unix-like OS's and Windows, including installation and maintenance (via command line where applicable).
- 5+ years part-time experience installing and configuring various home and small office networks.

Volunteer History

- Toronto Chinese Gospel Church, in the program “out of the cold”. This program allows the homeless to be fed and given proper bedding for one night a week
- Helping out at the school Library
- Volunteered at Open Door Oxford program for Lafarge Woodstock Plant
- Peer tutoring program. Help kids in lower grades in my school with their subjects
- Armadale.P.S, in the Home - Work club. This after school program allows kids from grades 1 through 8 to get help in school for homework, from high school students

Special Interests and Activities

- Writing small application programs in various languages
- Reading and learning about subjects varying from hieroglyphs to pure physics or math
- Participated in the FIRST robotics competition (as Head of Programming and Electrical)
- Keen trekker, participated in many expeditions, including one to the Himalayas
- Represented my school in various Inter - School sports meet and won many laurels
- Successfully Completed the 2006 and 2007 Mississauga Marathon.

References

Available upon request

Work Permit

Can work in United States (TN Visa, minimal paperwork), Canada (Citizen).