

# AKSHAY SHAH<sub>BS,MS-USA</sub>

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Total Experience : 22 years

- Over fifteen years of hands-on experience in building successful KPO and Software companies with specialization in Software Development, Process Engineering and Outsourcing.
- Complemented with twenty years of IT experience in leading cross-functional teams and developing enterprise wide software for the global market.
- Skilled Professional with Strong Leadership, Management and Organizational skills.
- Global exposure and developed markets in USA, Switzerland, Denmark and Middle East.

## GIS BACKGROUND AND SKILLS (7 years of GIS experience)

- Carried out wide range of projects involving hi-volume of Cadastral, Cartographic, Topographic and Facility maps to meet federal standards
- Setup operations for executing GIS projects to provide customized solutions using ESRI range of software covering Arc/INFO, ArcCAD, ArcVIEW, Map Objects, AMLs, Avenue and Visual Basic
- Obtained accreditation as an Authorized Developer for ESRI for Kirloskar Computer Services.
- Certified ESRI Arc view professional – Successfully completed the course at ESRI in Redlands

## GIS PROJECTS

Responsible for Operations, Project Delivery, Relationship management and profitability of GIS projects. Some of them included the following

TELECOM: Responsible for digitization of Telecom network for the entire city of Mumbai. Prepared and presented similar proposals for government of Oman for the city of Muscat.

FLOOD MAPPING: Led a team of over 50 FTE to digitize paper FEMA flood maps to capture political boundaries, Base flood elevation lines, coastal zone barrier boundaries and flood zone demarcations across US. Architected and Developed Software to automatically identify the Flood Zone with an acceptance rate of over 90%.

CARTOGRAPHY: Responsible for developing business in digitizing Cartographic maps and acquired premium clients such as Survey of India, USGS, American Digital Cartography etc.

### PARCEL MAPPING WITH AERIAL PHOTOGRAPHS

Parcel mapping from paper based land records and revenue departments or assessors map book pages. Created complete Parcel map for the city of Sacramento where work included capturing multiple attributes, edge matching and integration, correction and verification using aerial photographs and satellite images.

### Digital Conversion of Cadastral Maps

Projects involving digital conversion of Cadastral land use maps for Bombay Regional Development Authority in India involved capturing of land details from source maps surveyed and mapped 100 years ago.

## OTHER SKILLS

### Technical Skills

- Software Expertise spanning System Analysis, Enterprise Architecture & Database Design and Programming.
- Responsible for setting up complete Infrastructure including Hardware, Networking and Systems.
- Six Sigma Green Belt.

### Product Development Skills

Successfully developed products in GIS, Healthcare and other areas

- GIS based sales tools like Epinpointer
- HealthCare products like MxVision for the US Nursing Homes , SmartDoc for Doctors and SmartHospital for Hospital Management up to 500 beds
- Enterprise-wide-Cemetery Management
- Multimedia programs

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## PROFESSIONAL HISTORY

### **SLK Global : Vice-President and CIO (4 years : 2005-2008)**

BPO company specializing in US Banking and Title Insurance.

#### Chief Information Officer : Responsible for Strategy and Technology

Developed software systems to improve efficiencies resulting in savings of over 100 FTE's in 2 years. Some of them include:

- Performance management systems system to track KPI's such as Utilization, Productivity, Quality etc.
- Work flow management Products to automate processes and improve turnaround time.
- CRM system for Sales and Marketing team.
- Knowledge Management Systems to manage Company's Intellectual property.
- Software Utilities and Tools to automate manual processes.
- Internet marketing to increase market share and improve sales performance.

Developed Strategy to

- Position SLK as a Technology company
- Offer new products based on existing skills and competencies.

#### Program Management for Fifth Third Bank as a Chief Relationship officer

- Started the relationship and built it into a profitable Business Unit for SLK.
- Responsible for managing the complete Outsourcing program for one of the largest banks in USA.
- Successfully migrated over 200 FTE delivering over 2 million dollars in annualized savings to Fifth Third.
- Played a key role in bringing the Bank as an Equity partner.
- Responsible for boarding and managing all processes including Assessment, Business Case, Contracting, Migration, Resource Management, Performance Tracking, Skills Management and Revenue Realization.
- Responsible for all compliances – Business Continuity and Disaster Recovery, ISO27001.
- Implemented best practices in Outsourcing.
- Responsible for Board presentations and demonstrating company performance each week.

#### Business Development- Marketing

- Set up Client Acquisition Process: US sales office, Communication strategy, India call center etc.
- Setup Outsourcing strategy and processes from Lead to Pilot to Live.
- Developed Communications strategy and collaterals covering brochures, scripts and other sales material.

### **RAAY Software: President, Founding Member (3 years : 2002-2004)**

- Built RAAY software ground up specializing in Hospital Management Systems and established as a dominant player in Switzerland.
- Responsible for conceptualizing, architecting and developing software for markets in Switzerland, France, USA and India in compliant with respective rules and regulations.
- Demonstrated strong hands on technical software experience and expertise spanning areas of System Analysis, Software Design, Software Development and Quality Assurance.
- Established presence in Switzerland and led operations in India.
- Developed and implemented marketing and communication strategy.

### **Techni-Graphic Systems: President (5 years : 1997-2001)**

- Started TGS-India ground up and has built it as a GIS and HealthCare company.
- Responsible for conceptualizing, designing and developing the entire product line for the US Cemetery, Old age Nursing home industry and GIS industry.
- Developed a unique Business model to train and place software professionals in USA
- Setup backend processing for mapping and other data entry operations.
- Responsible for all areas of business including Finance, HR, Purchase etc.

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**Kirloskar Computer Services (KCS): Vice-President (4.5 years : 1992-1996)**

*Kirloskar Computer Services (KCS) is the IT arm of one of the largest Engineering Groups of India.*

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- Led KCS's foray in to GIS and built a BPO and software organization from infancy to a highly profitable 200 man organization with clients in USA and India.
- Led another expansion in Multimedia and established a robust organization to support this product line pioneered some of the early Multimedia CDs that have sold copies in thousands – Yoga, TAJ etc.
- Handled large ERP projects such as a 100 man-year effort to develop an Enterprise Solution for Kirloskar Electric in Bangalore to automate, improve efficiency and reduce costs of operations.
- Envisioned, spearheaded and developed Engineering Information System across all group companies.
- Demonstrated leadership in establishing an IT steering committee comprising of CIO's across the group and developed a common IT vision.

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**AVIS Consultancy Services : President (1.5 years : 1991-1992)**

AVIS was a proprietary company specializing in Consulting, Software Development and Training.

Consulting areas covered

- Structural Design using Finite Element methodologies.
- Engineering Information Systems for manufacturing companies.

Software Development

- Developed software for the domestic market and developed software for a France based company.
- Offered customized CAD and other training programs for the corporate sector.

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**OTHERS (4 years : 1986 1989)**

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**Datapro : Manager (2 years : 1988 1989)**

- Developed a consulting arm for Computer based design.
- Responsible for starting a new CAD division and made it profitable in the first year of operation.
- Developed new training methodologies and programs and helped build a profitable franchising model.
- Developed visual AutoCAD based software for Mather and Platt to automate and improve pump design.

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**KRUPP: System Administrator (2 years: 1986 1987)**

- Worked with Krupp Industries for two years as a Programmer/System Administrator.

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**EDUCATION**

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**Michigan Technological University, Houghton, Michigan, USA (1979-1985)**

- Bachelor's degree in Civil Engineering - specializing in Structural Engineering.
- Master's degree in Engineering Mechanics - specializing in Computer Aided Design.

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**PROFESSIONAL RECOGNITIONS**

- Invited by Confederation of Indian Industries comprising of the top CEO's in India to present how corporate can take advantage of Multimedia technology.
- Invited by Information Technology group in Muscat, Oman to present the rapid developments in multimedia technology.
- Written papers on Engineering Mechanics and finite element analysis in technical journals.

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**OTHER**

- Married with two children.
- Paul Harris fellow.

**TELECOM**

Lead a project dealing with computerization of complete Telecom networks for MTNL (Mahanagar Telephone Nigam Limited) that provides telecom facilities in India for the city of Bombay. The Telecom network comprised of various types of cables like aerial, buried underground, etc and equipments like cross connects, service area interfaces, load coils, splices, manholes, pull boxes etc. The data for conversion was spread over hundreds of drawings and included the landbase maps, facility maps showing the cable distribution and the schematic type of drawing. The drawings were digitized and integrated into one file per exchange. Each feature which formed part of the network had a series of associated data attached to them in the form of attributes. For example a cable carried around 20 attributes mentioning information like type of cable, gauge, material used, year places, distribution of cable pairs etc. These attributes were entered by cross referring various sheets, as all details were not readily available against each cable or equipment. Digitizing was done under AutoCAD. Clients requirement, final output formats were studied and AutoLISP routines were created accordingly to allow digitizing of each feature. The attributes for each feature was prompted while digitizing and the values were stored in form of attribute blocks. The routines also validated the user input values. The entire data was tied to the surveyed land base. The final data was delivered in Microstation format.

**Flood Mapping**

Project involved digitization of FEMA flood maps printed on paper capturing features such as Political boundaries, Base flood elevation lines, coastal zone barrier boundaries and flood zone demarcations. This was followed by geo-referencing the digitized flood data to TIGER road network and integration of all the FEMA digital flood data at county level. The integrated flood data was supplied in the Arc/Info format. The Flood data consists of FLOOD and PANEL coverages. Carried out such conversion projects for approximately 700 counties in U.S. A.

**Digital Conversion of Cartographic Maps**

Many projects involving digital conversion of Cartographic maps have been carried out for companies in the USA and India. The digital data was used by clients for creation of cartographic products such as base maps for various kinds of analysis. The input source maps were in the form of paper color maps and mylar separates. Different cartographic categories (or themes) like Transportation, Hydrography, Hypsography, Vegetation, Cultural and Public Land Survey System were converted by Vectorising the graphic features with an high level of accuracy and coding the vectors with associated attributes. The digital vector files went through a series of quality control procedures. The outputs were delivered in format suited for the clients GIS. Clients included Survey of India, USGS, American Digital Cartography etc.

**Parcel Mapping with Aerial photographs**

Parcel mapping jobs have been carried out for land records and revenue departments of many cities. The parcels were captured from assessors map book pages. The information associated with each parcel was captured as in the form of attributes. The digitized map pages were edge matched and integrated and corrected using various resources. For the city of Sacramento the digital files were overlaid upon aerial photographs and satellite images and corrected.

**Digital Conversion of Cadastral Maps**

Projects involving digital conversion of Cadastral landuse maps have been executed. A major project for Bombay Regional Development Authority in India involved capturing of land details from source maps surveyed and mapped 100 years ago. The maps were of different scales. Each map was digitized and mosaiced (integrated) into a seamless file.