Muralidharan Ramachandran

Independent Director | Multiple Board Committees member | IT, Cybersecurity & Digital Transformation Consultant| Ex CEO, CIO, CISO, Business Head | Angel Investor

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Profile Summary

I am a dedicated professional with a diverse background and a deep-rooted passion spanning technology, business growth, coaching, mentoring and governance.
Armed with a degree in Engineering and an MBA in Finance, my focus has always been on driving business value through technology.

I bring a unique blend of skills and experiences to the table, coupled with a commitment to ethical leadership and a passion for innovation.

Board Expertise

Managing Director & CEO of Atos India Pvt. Ltd. - 29th Jan 2019 to 30th Sep 2020
Responsible as CEO along with CFO for ensuring that companies strategic plans are formulated and executed with the management team. Also ensuring that company is compliant to all regulatory requirements in a timely manner.

Independent Director at Angel One Ltd. – 6th August 2021 for a period of 5 years
Lead Independent Director and participation in the following committees.
- **Chairperson – Technology & Cybersecurity Committee** - providing governance for the transition of the company with strategic inputs on technology and cybersecurity areas into a Fintech.
- **Chairperson – Risk Committee** – helped setup the risk management framework, providing governance and help drive risk management culture within the company.
- **Chairperson – ESG Committee** - drove the whole initiative in giving focus on ESG and constitute this committee to have the focus required for this key area.
- **Member – Audit Committee** - help driving governance governance and oversight responsibilities in relation to financial reporting, internal control structure, risk management systems, internal and external audit functions and ethical accountability.
- **Ex-member – NRC** – helped drive key management personnel hire in line with the strategic objectives of the company.

To help me drive effectively achieve the objectives as a Board and Committee member, I bring my varied and diversified thirty-five years of hands-on experience as under:

Technology Expertise:
With over 35 years of experience, including more than two decades in C-suite roles within the technology industry, I possess a profound understanding of cutting-edge trends. From AI and machine learning to IoT, blockchain, and cybersecurity, I've successfully led and contributed to numerous projects harnessing technology to drive efficiency, solve complex problems, and foster sustainable growth.

Business Acumen:
I am a results-driven business strategist with a proven track record of developing and executing business plans that yield tangible results. In various roles such as CEO for Atos India and as Business Head for Cybersecurity, Infrastructure, or Digital Transformation practices, I've played pivotal roles in optimising operations, increasing profitability, and fostering innovation.

Coaching & Mentorship:
Empowering Emerging Corporates and teams to reach their full potential is a personal passion. I've built large teams across organisations and had the privilege of coaching professionals at various career stages, helping them overcome obstacles and develop leadership skills. I've also worked with startups, sharpening their operational and strategic objectives

Governance & Ethics:
My unwavering commitment to governance and ethics is exemplified by my roles in ensuring transparency, accountability, and compliance with industry standards and regulations.

My experiences as a board member, participation in risk and technology committees, and audit committees underscore my belief that ethical leadership is the cornerstone of sustainable success.

Professional Experience

Independent Consultant – MR Advisory   **August 2022 onwards**

- **Startek**   **August 2022 onwards**
  Chief Information Officer

  - Key Member of the Executive Team focused on Transforming the whole IT function from a people, process and technology angle
  - Rearchitecting the global IT infrastructure which includes Infrastructure, Applications, Cybersecurity and IT Operations to enable growth for the organization
  - Collaborating with internal stakeholders and vendors to create and drive GTM strategies and creating a 360 degree relationship
  - Driving change management in the transformation to a digitally savvy organization.

- **Impactsure Technologies Pvt. Ltd.**   **August 2022 onwards**
  Advisor & Global Head - Strategic Initiatives

  - Advisor to the leadership team and responsible for driving key strategic initiatives globally

- **Network Science Ltd.**   **August 2022 onwards**
  Advisory Board Member

  - Advisory Board Member contributing to the far-reaching impact on the Corporate-Startup ecosystem dedicated to DeepTech.

- **Medikigai India Pvt. Ltd.**   **August 2022 onwards**
  CIO

  - Providing technology thought leadership as virtual CIO to the Healthcare Revenue Cycle Management BPM company.

Angel One Ltd.   **August 2021 onwards**
Designation/Role: Independent Director

- Independent Director on the Board of Angel One Ltd.
- Member of multiple Board committees – Audit, Technology & Cybersecurity, Risk Management, ESG, ex NRC.

Syntel Private Limited (part of Atos)   **January 2022 till July 2022**
Designation/Role: Vice President, Head – DTC/CX/IoT/ARAA Practices for Growing Markets

As Vice President and Head of responsible for driving business growth for Atos for services related to Digital Transformation Strategic Unit for Growing Markets comprising following services
- Digital Transformation Consulting
- AARA – Automation, AI, RPA and Analytics
- CX – Customer Experience
- IoT

Syntel Private Limited (part of Atos)   **January 2021 till December 2021**
Designation/Role: Vice President, Head – DCH/DWP/NETC/SNOW/CES/Cybersecurity Practices & Head – Automation

As Vice President for Syntel Pvt Ltd, responsible for driving business growth for Atos Syntel for services related to
- Data Centers and Hosting
- Digital Workplace
- Networks & Communications
- Service Now and
- Cybersecurity Services

Additionally, responsible for providing leadership for the strategic initiative of Industrialized Automation in all accounts by leveraging both inhouse and commercial tools thus driving efficiencies and delivering value in customer engagements

Atos India Private Limited   **February 2019 till December 2020**
Designation/Role: Vice President, Managing Director – India Local Business, CEO – Atos India Pvt Ltd.

As CEO for Atos India Pvt Ltd, responsible for
- Providing strategic direction for the growth of the business in India
- Driving growth for all services lines of Atos which includes IDM, B&PS and BDS.
- Driving strong customer engagement and customer centricity
- Complete P&L for Atos India Local Business
- Governance as a member of the Board for Atos India Pvt Ltd.

Syntel Private Limited   **November 2017 to January 2019**
Designation/Role: Vice President, BU Head – Cybersecurity & Global Head - Quality

As BU Head for Cybersecurity, responsible for
- Identifying and developing Cybersecurity offerings to meet customer requirements.
- Creating capabilities and driving revenues. Drove around 8 million USD of revenues in the first year of operations
- Enabling delivery of these services with the delivery team.

As Global Quality Assurance Head, continue to be responsible for
- Enable the organization by setting up the right processes aligned to industry trends. This includes best in class processes to drive Software development and Support processes aligned to traditional Waterfall and Agile methodologies, ITIL etc.
- Driving the Quality Assurance initiatives working closely with the business delivery functions aligned to improving the delivery quality and helping impact the bottom line.
- Periodically audit to test adherence to processes meeting requirements for SOC2, ISO 9000, ISO 20000, CMMi etc. and thus complying to customer compliance requirements.

Syntel Private Limited   **February 2015 to October 2017**
Designation/Role: Vice President & Global Head - Quality

As Global Quality Assurance Head, responsible for
- Member of the Leadership team and responsible for driving the Quality and Independent Validation and Verification services Strategy for Syntel
- Enable the organization by setting up the right processes aligned to industry trends. This includes best in class processes to drive Software development and Support processes aligned to traditional Waterfall and Agile methodologies, ITIL etc.
- Driving the Quality Assurance initiatives working closely with the business delivery functions aligned to improving the delivery quality and helping impact the bottom line.
- Periodically audit to test adherence to processes meeting requirements for SOC2, ISO 9000, ISO 20000, CMMi etc. and thus complying with customer compliance requirements.
- Responsible for entire independent verification and validation services for all key development projects being delivered to customers

Syntel Limited   **November 2006 to January 2015**
Designation/Role: Chief Information Officer

- Member of the Leadership team driving the IT strategy for Syntel.
- Strategizing, deploying and maintaining the IT infrastructure and applications for Syntel.
- Developing and motivating a team to deploy and support a highly secure, resilient, flexible and scalable IT and IS Infrastructure supporting the business needs.

- Constantly evolving an IT governance structure thus constantly ensuring that IT and IS infrastructure is used as a strategic tool.
- Manpower Planning and recruitment
- Preparation of budgets, cash flow requirements and monitoring costs
- Providing a framework for assessing risks arising due to technology, Operations as well as infrastructure.
- Setting up policies and processes in place to build a world class IT delivery organization
- Incubated the Infrastructure Management Services offerings for Syntel
- Strong industry connects with peer CIO community in India
- Recipient of the CIO100 Award instituted by the IDG group in 2011,2012,2013 and 2014, including the Hall of Fame Award for winning these four years in a row
- Voted by peer CIO community as being amongst India's Best CIO's – The Top 50 CIOs in India in 2013 and 2014.

TransWorks Information Services Limited   **April 2004 to October 2006**
Designation/Role: Chief Information Security Officer

- Part of the Senior Management Team providing Strategic directions for Information Security Initiatives.
- Provide a framework for assessing risks arising due to technology, Operations as well as infrastructure.
- Conducting periodic risk assessments, developing and driving implementation of risk mitigation plans.
- Setting up Security policies and processes in place to build a security conscious organization.
- Providing security awareness training across the organization
- Driving BS7799 certification and ensuring compliance to regulatory requirements such as GLBA, UK Data Protection Act, FSA etc.
- Driving implementation of processes and providing SAS70 Type II report, PCI etc. thus helping clients meet their Sarbanes Oxley requirements
- Playing the lead role of identifying and implementing an integrated MIS system for the company integrating all the various functions in the company.

TransWorks Information Services Limited   **April 2003 to March 2004**
Designation/Role: Chief Technology Officer

- Part of the Senior Management Team providing Strategic directions for technology-related investments.
- Develop and motivate a team to provide a high available support Infrastructure for the technology solutions in place.
- Provide a framework for developing technological capabilities for outbound, inbound and BPO businesses.
- Setting up processes in place to build a support organization.
- Manpower Planning and recruitment
- Preparation of budgets, cash flow requirements and monitoring costs
- Developing Outsourcing strategies and vendor management

Epicenter Technologies Private Limited   **August 2001 to March 2003**
Designation/Role: Chief Technology Officer

- Part of the Leadership Team providing Strategic business directions and driving all technology related investments
- Develop a team to provide a high available support Infrastructure for the technology solutions in place.
- Provide a framework for developing technological capabilities for outbound, inbound and BPO businesses.
- Setting up processes in place to build a support organization.
- Manpower Planning and recruitment
- Preparation of budgets, cash flow requirements and monitoring costs
- Developing Outsourcing strategies and vendor management

Vertibra Communications Limited   **July 2000 to July 2001**
Designation/Role: General Manager (Networks)

- Leading the core team in Planning, Designing, Implementing and Managing a six-node high available IDC (Internet Data Center) and NOC (Network Operation Center).
- Designing solutions keeping in view High availability, Predictable SLA based Response and Fault tolerance features for mission critical networks.
- Leading a team in offering end-to-end networking solutions for the clients.
- Assisting the CTO / CFO in preparation of the business plan, budgets and cash flow requirements
- Manpower recruitment and training
- Vendor Management
- Leading a team in setting up operations processes adhering to global standards
- Evaluating current technologies and planning for smooth integration of the same to roll out new services.

Satyam Computer Services Limited   **February 1997 to June 2000**
Designation/Role: Senior Manager (Networks & Systems)

- Leading the team in designing, Implementing and managing a large LAN and WAN network having close to 6000 nodes distributed over 23 physically locations globally using multi-vendor, heterogeneous technologies.
- Leading the team in designing, Implementing and managing large corporate data centers and networks for hosting and supporting mission critical high availability applications
- Developing processes for effective operations management.
- Interfacing with customers on a periodic basis to provide solutions for improving network performance.
- Evaluating new technologies and preparing concept papers and a business case for implementing the same.
- Managing Network & Systems as a profit center.
- Interfacing with the senior management for budgeting and providing cash flow projections

Tata Consultancy Services   **November 1989 to January 1997**
Designation/Role: Senior Engineer

- Implementing and maintaining System and Network projects for TCS customers like National Stock Exchange, National Securities Depository Limited, Trademark Registry.
- In-house maintenance of Burroughs, ELXSI, Tandem and Sequent mainframe / super mini systems and its associated peripherals like spool tape drives, Winchester disks and line matrix printers.
- In-house maintenance of the Intel and RISC based desktops, workstations and servers.
- Setting up of the Local Area networks for the various TCS offices
- Writing, coordinating and facilitating for the implementation of day-to-day operational processes adhering to ISO 9000 standards

Konark Computers Private Limited   **October 1988 to October 1989**
Designation/Role: R&D Engineer

- Develop PC based tools using the PC hardware architecture to facilitate easy debugging of the PC motherboards.
- Installation of systems at customer premises

Personal Information

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