

Tj (Tejas) Hariharan

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Personal Profile

Award winning Business Analyst and Sales Support single point of contact - utilizing innovation and collaboration to provide deep insight and analytics for Services Sales teams.

Job History

Cisco Systems

Dec 2013 to Present

Services Deal Manager

Apr 2017 to Present

Global Service Provider, Deal Management Team (Canada and US). Key responsibilities:

- Provide end-to-end (Quote to Cash) support to Client Services Executive/Client Services Manager(s) for major renewals.
- Drive end-to-end (Quote to Cash) customer interaction for day-to-day services true-ups and small renewals.
- Use of analytics and tools such as Vanguard (internal tool created in collaboration with GSP CPS), Python and SQL to provide sales support to account teams for analyzing various renewal scenarios based on multiple variables (Including: service levels changes, TSA advantage packages, de-scoping of product families).

Biz Ops

Sep 2016 to Apr 2017

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

- Drive and lead innovation and digitization efforts across the organization to reduce cost and increase efficiency.
- Use of Vanguard and Tableau to facilitate and accelerate Service Quoting and Estimates.
- 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 digitization 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.

Key Achievements & Awards

- **You Inspire 3** award for “perseverance and extra efforts to not only help the customer align across multiple contracts, but also pushing last week to book the Advanced Services order, despite multiple challenges”.
- **You Amaze 1** award for “Excellent work on Support Plan Renewals & True-up” during FY18 close.
- **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 flavors of Linux, UNIX, Unix-like OS’s and Windows, including installation and maintenance (via command line where applicable).

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

References

Available upon request