

SARATH MS

Program & Delivery Leader · AI in Operations · 14+ Years
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SUMMARY

Results-driven Program & Delivery Leader with 14+ years of experience across BCG, EY, and design-led delivery environments. Proven track record in managing multi-region operations, building executive-level reporting systems, and optimizing complex workflows. Expertise in leveraging AI-assisted tools to solve delivery bottlenecks, improve stakeholder alignment, and scale operational efficiency across global teams.

CORE COMPETENCIES

Program & Delivery Leadership: Multi-Project Delivery (15+ Concurrent Projects), Operating Model Redesign, SOW & Scope QA, RAG Tracking, Risk Mitigation, Escalation Protocols

AI & Operational Systems Integration: Custom AI Workflows, Anthropic Claude API Integration, Prompt Engineering, Process Automation (Make.com, Slack API), Full-Stack No-Code/Low-Code Prototyping

Resource & Capacity Management: Cross-Regional Staffing (EMEIA, APAC, ME), Demand-Supply Forecasting, Capacity Planning, Utilization Optimization, Bench Management

Executive Stakeholder Management: CXO / VP Alignment, Client Health Analytics, Sentiment Tracking, KPO Relationship Management, Board-Level Reporting

Tools & Infrastructure: Power BI, Jira, Trello, Asana, ClickUp, Cloudflare Workers, Supabase, Google OAuth/APIs, Netlify, ServiceNow

EXPERIENCE

NetBramha Studios | Bengaluru, India

Program Manager – Delivery & Operations | Apr 2024 – Present

- **Delivery & Program Leadership:** Spearhead delivery operations across 15+ concurrent design and UX initiatives for a 50+ person team, managing scope, schedules, budget, and risk mitigation from kickoff to handoff.
- **Operating Model Overhaul:** Rebuilt the studio's delivery operating model from the ground up—implementing structured resource planning, weekly delivery cadences, risk escalation paths, and transparent RAG tracking to eliminate operational friction.
- **System Toolstack Consolidation:** Consolidated 5 fragmented operational tools (resourcing, tracking, performance, spreadsheets) into a single unified platform, providing real-time portfolio visibility and reducing manual PM operational effort by 30%.
- **AI-Powered Delivery Infrastructure:** Built and deployed the **Delivery Intelligence Platform (DIP)** using Emergent, providing role-specific views across 7 organizational functions, featuring integrated Claude Sonnet for automated KRA coaching and performance alignment.
- **Executive & Global Engagement:** Directly manage CXO, VP, and Director-level client relationships. Led program delivery on a multi-month global user research project for an automotive OEM and served as Delivery Lead on a national-scale fintech launch.
- **Team Development:** Mentor junior PMs on scope negotiation, client communication, crisis navigation, and structured problem-solving.

Boston Consulting Group (BCG) | Bengaluru, India

Senior Project Coordinator – Data & Research Services (DRS) | Aug 2018 – Apr 2024

- **Regional Delivery Ownership:** Owned Middle East research delivery operations solo, serving as the direct operational counterpart to Partners, Principals, and Project Leaders across practice areas. Simultaneously led 5 India practice areas across Bangalore and Gurgaon.
- **Executive Analytics & Strategy:** Built and maintained executive Power BI dashboards used by DRS Directors across ME, India, and APAC to track capacity utilization trends, client retention, and cost-center dynamics to drive regional strategic planning.
- **Cross-Regional Resource Management:** Partnered with Knowledge Team leadership on capacity forecasting, cross-regional resource sharing, and KPO relationship management during peak demand surges. Supported 250+ consultants through visibility systems.
- **Team Management:** Led and mentored a distributed team of workflow coordinators across global and regional centers.

Ernst & Young (EY) | Bengaluru, India

Resource Coordinator – Experience Management, Risk Transformation | Nov 2015 – Jul 2018

- **Global Resource Allocation:** Served as the single regional Point of Contact (POC) for Risk Transformation staffing across EMEA, APAC, and Oceania regions.
- **Supply-Demand Synchronization:** Managed weekly utilization, cross-border mobility decisions, bench management, and demand-supply forecasting across multiple time zones.
- **Stakeholder & Process Optimization:** Partnered with Senior Directors and Engagement Leaders to align consultant skills with high-value engagements and standard reporting flows.

Tech Mahindra | Bengaluru, India

Project Coordinator – PMO | Apr 2012 – Oct 2015

- Oversee project documentation, SOW compliance, client invoicing, and delivery reporting across large enterprise IT engagements.
- Coordinated with Project Managers and Resource Management Functions on team allocations, scheduling, and PMO compliance.

WHAT I HAVE BUILT

Enterprise Delivery Platforms

- **Delivery Intelligence Platform (DIP):** Role-aware operational infrastructure for 40+ daily users across 7 role views. Consolidates live portfolio status, team utilization, RAG metrics, and Claude-powered AI KRA reviews into a single HTML system backed by Cloudflare.
- **Meridian KRA Management:** Internal performance module built within DIP to link daily project execution directly to KRA feedback loops and quarterly performance reviews.

Operational & Risk Intelligence Tools

- **SOW Audit:** Pre-kickoff scope QA system evaluating 18 structured parameters from 3 delivery perspectives to flag scope ambiguity, hidden dependencies, and delivery risks before project start.
- **Stakeholder Health Index:** Gmail-integrated sentiment tracking pipeline that analyzes client communications, flags relationship drift, and correlates communication trends with CSAT metrics.
- **Automated Morning Brief:** Gmail-to-Slack processing pipeline that synthesizes daily inbox activity into actionable summaries every weekday morning, saving team members ~20 minutes daily.

Talent Acquisition Infrastructure

- **First Cut (AI Resume Screener):** Native PDF parsing tool leveraging AI to evaluate candidate profiles against custom rubrics in ~30 seconds, accelerating candidate screening 10x with zero manual entry.
- **Hiring Intelligence System:** Candidate pipeline engine providing role-based AI forecasting, bottleneck diagnostics, and automated candidate recycling across 3 integrated sourcing channels.

Public Methodologies & Practice Tools

- **The Mettle:** Practical delivery framework consisting of 5 modules, 22 operational templates, and an embedded AI layer documenting 14 years of real-world delivery leadership.
- **The Critical Path (Vantage):** Adaptive AI PMP exam preparation engine calibrated to PMBOK 8 and ECO 2026 standards with concept-gap tracking.
- **PM Intelligence Suite:** Suite of 6 custom applications covering delivery maturity evaluation, situational coaching, skill mapping, and career fit analysis.

EDUCATION

B.E. Electronics & Communication — Nitte Meenakshi Institute of Technology 2011 · CGPA 8.71

CERTIFICATIONS

- **Professional Scrum Product Owner I (PSPO I)** – Scrum.org
- **Atlassian Agile Project Management Professional** – Atlassian / LinkedIn
- **Google Project Management Professional Certificate** – Google
- **Project Management Professional (PMP)** – *In Preparation (Calibrated on PMBOK 8 / ECO 2026)*