

SUNIL ACHAR

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DELIVERY HEAD – DIGITAL PLATFORMS, RETAIL, MANUFACTURING & BFSI

Results-driven Delivery Leader with over 2 decades of extensive leadership experience in the Retail, Manufacturing & BFSI segments, seeking to leverage a proven track record of leading successful program and project deliveries and driving operational excellence. Aiming to contribute strategic vision and innovative solutions that enhance client satisfaction and foster business growth. Adept at optimizing processes and building high-performing teams to exceed organizational goals and deliver transformative outcomes for clients

DIGITAL TRANSFORMATION

Led multiple **digital transformation strategic initiatives for different clients primarily in the Retail, Manufacturing and BFSI sectors**, ensuring alignment with their technology goals and enhancing operational efficiency – identifying business use cases for optimization, leveraging emerging technologies like **Digital platforms, Mobile-first platforms, RPA automation, Generative AI and AI Agents** to enhance operational capabilities, transform business models and improve user and customer experiences.

STRATEGIC & PLATFORM DEVELOPMENT LEADERSHIP

Led culturally diverse, multi-geographical and cross-functional teams in complex projects and development of **mission-critical Microsoft (.NET, .NET Core, MS Fabric, Power Apps, D365 F&O and D365 CE), Open-source (Java, Nodejs, React.js, Angular) platforms hosted on Azure & AWS and digital transformation initiatives for clients including SaaS platform (SFDC, SFCC, Pimcore) and RPA (UIPath, BluePrism) implementation and migration of legacy platforms; Utilized low code development, GenAI-enabled coding adoption, cross commits & reusable assets and strong collaboration for on-time and on-budget deliveries**. Demonstrated strong leadership in developing and implementing strategic initiatives such as **Azure & AWS Cloud certifications, Generative AI awareness & certification** and other technology initiatives that align with organizational goals. **Worked with Sales, Delivery, and Competency teams** to enhance client excellence, focus on technology innovation & cost-effective operations and achieve high employee satisfaction and streamlined operations. **Drove pre-sales activities for several large, complex deals between 2019 to 2024 with some of the deals exceeding \$75M and securing Sonata Software's largest contract valued at over \$150M**, significantly enhancing company revenues and expanding the client portfolio.

DATA-DRIVEN GOVERNANCE AND LEADERSHIP

Mentored and guided several leaders at the next level on utilization of project metrics, data-driven insights and team performance metrics to evaluate & forecast project outcomes and make informed decisions. Governed delivery operations to ensure timely and high-quality output, **mentoring Agile Scrum and Scaled Agile (SAFe) teams** and monitoring progress through **metrics-based governance using BI dashboards**. Drove accountability and **ensured the alignment of the leaders with business objectives** to help the achievement of stretch goals of the organization.

OPERATIONAL EXCELLENCE

Exceled in optimizing delivery operations for a **250 member, ~20M portfolio in BFSI and later a 550 member, ~40M portfolio in Retail & Manufacturing segments** by implementing best practices like global delivery model, right-shoring, pyramid index optimization, knowledge management and implementing ITIL service management practices. Drove continuous improvement initiatives, resulting in a **NPS improvement to 4.8 out of 5**, reduced **average monthly resource cost from >\$1800 to <\$1400** and achieving financial performance that aligns with organization's objectives of **> 45% gross margin**. **Contributed many of the key guidelines used at Sonata** (Project Planning, Risk Management, Change Management), **and authored the Digital Delivery Workbook** for Sonata containing the best practices for end-to-end platform development, project & program governance and stakeholder engagement. Cultivated and maintained robust relationships with clients & partners, fostering long-term partnerships through effective communication and collaboration.

CORE COMPETENCIES

Digital Transformation

Client Engagement

Strategic Planning

Digital Leadership

Project & Program Governance

Cross-Functional Leadership

Stakeholder Management

Performance Metrics & Analytics

Business Development

Service Management

Risk & Change Management

Operational Efficiency

EDUCATION & CERTIFICATIONS



Bachelor of Engineering (B.E.) | Computer Science

1997 – 2001

Master of Business Administration (MBA) | Jun '25 – Aug '26



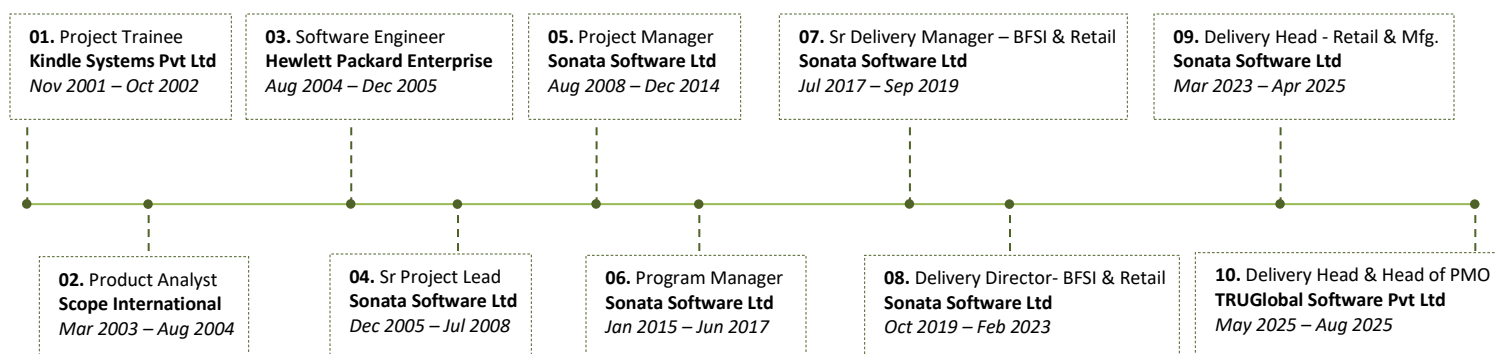
Advanced Program in Technology Leadership

& Innovation | Jun '25 – Mar '26

Project Management Professional

Certification #: 1197620

WORK EXPERIENCE



NOTABLE CAREER HIGHLIGHTS

RETAIL

- Led the **Global Capability Center (GCC)** with over 175 people working across onshore, near-shore and offshore **catering to IT Operations for a US-based e-Commerce & Fintech company with >1.5B annual revenue**. The GCC setup encompasses IT & Infrastructure support, Application support & maintenance and Platform development and **achieved cost savings of 49% in the first year of IT operations**. Multiple strategies were employed such as License optimization, Use-case based Hybrid cloud migration and deployments, digital platform development for key business areas, application portfolio optimization and Right-shoring of personnel. Demonstrated effective strategies for cost & technology management, with a key strategy being **self-funded digital transformation** – digital transformation initiatives for cost savings and resulting cost savings being ploughed back into other digital transformation initiatives enabling further cost reductions.
- Led the platform development for a **new-age mobile-first B2B E-commerce platform for a global B2B wholesale chain with >3M client base and 1B+ revenues**. The platform was developed on SAP Hybris with an SQL backend and was launched successfully to enable **Digital Wholesale** and safeguard client revenue during the COVID-19 pandemic. The platform has now been enhanced to also cover B2C Retail and **serves as the omni-channel E-Commerce platform** for the company.
- Led the **Microsoft Dynamics implementation for one of the world's leading companies in the Specialty Retail category and a Fortune 500 member**. This implementation encompassed the Finance & Operations modules implementation with several customizations. This involved a gap analysis & migration of their existing version to the latest version of D365 and implementation of several new out-of-box features along with re-engineering of the existing customizations.
- Led the operations of a **Global Delivery center set up for a US-based Specialty Watch retailer**. The GDC covers application development on Microsoft Fabric, maintenance of the E-commerce platform built on .NET and the backend operations systems built on Microsoft Dynamics.

- Led the project for the **successful implementation of a modern B2C E-commerce platform for one of the largest e-retailers in Turkey**. The new platform based on .NET and Angular was enabled with active message-based architecture using RabbitMQ and continuous monitoring using New Relic & Kibana. **The platform supported multiple E-Commerce strategies like Loyalty program & chatbot and supported the 1st implementations of multiple sales strategies like BOPIS, ROPIS and BORIS in Turkey**. The Returns program was customizable at a product SKU level and the platform was **integrated with a Hybris-based MDM & PIM**.

TRAVEL

- Led **Sonata's GDC ("Global Delivery Center") for one of the large ferry service providers in UK**. The GDC was involved in **ADM ("Application development & Maintenance") for the Retail platform of the client based on a headless commerce implementation of Hybris and Sitecore**. Services were enhanced by using ITIL processes for incidents & problems, focused reporting and continuous monitoring using Dynatrace. The platform was ensured to be GDPR compliant and had several **E-Commerce features such as Loyalty program, promotions and Wallet**.

MANUFACTURING

- Managed the Global Delivery Center for one of the world's largest Adhesive & Labelling manufacturers, and a Fortune 500 member**. The center was responsible for the comprehensive development and ongoing maintenance of multiple global business platforms developed on .NET for robust performance & scalability and on Lotus Domino for rapid development and workflow setup. There were multiple applications covering Supply Chain, Manufacturing Operations, Finance and including a vendor-managed inventory (VMI) application.
- Managed the Microsoft Dynamics implementation of Finance & Operations modules for one of Canada's leading tire manufacturers**. A gap analysis and migration from AX 2012 across the multiple manufacturing hubs and integration with the distribution centers was an integral part of the implementation and rollout.
- Led operations of a Global Delivery Center for a large US-based Food Packaging manufacturer**. The GDC has over 50 members spread across multiple technologies. The center primarily caters to maintenance of their existing JDEdwards-based warehouse systems, finance systems on Microsoft Dynamics and development of a Microsoft Fabric based Data platform.

BANKING

- Established and expanded a **50-member Delivery center for one of the largest private sector banks in India**, delivering innovation and digital services. The center **maintained the bank's secure payment service platform** and successfully delivered one of the **first implementations of e-Rupi in India for the bank**, paving the way for digital prepaid payments possible without internet connections.
- **Setup and managed a ODC ("Offshore Delivery Center") for end-to-end testing & consulting services for one of the innovative new fintech companies in UK** that provided mobile-first banking services. The ODC provided end-to-end testing services of the mobile platform, including integration with external parties as well as payment integrations, and also provided consulting services for a data platform based of AWS data lake.
- Led the team responsible for low-code **mobile platform development for India's largest private sector bank** and institutionalized the delivery process used in this engagement across multiple other mobile development initiatives for Sonata.

OTHERS

- Led the program for the **successful execution of Sonata's largest ERP cloud modernization program** for one of the world's largest mid-market ERP, delivering an **Azure cloud-enabled product within 21 months while meeting all financial objectives**. The ERP has financial modules (AP, AR, GL) as well as operations (Inventory Management, Order Management) and the program was implemented using Agile Scrum with 13 different teams contributing to the program. Weekly Scrum of Scrums were used to manage cross-dependencies, identify & eliminate bottle necks and ensure a common vision.
- Drove the **development of EHS ("Employee Health & Safety") Data Platform for one of the largest Oil & Gas companies in United States**, with the platform acting as a single source of truth and ingesting data from multiple external sources using Medallion architecture and Data Mesh approach for data aggregation, data cleansing and data reporting. The platform was implemented using Scaled Agile. Was actively involved in the Solution train providing governance & leadership to the multiple Agile Release Trains ("ART").

INSURANCE

- Established & Led **"CoDE - Center of Digital Excellence" – a Global Capability Center (GCC) for one of the largest claims management companies in the world**. This center had upwards of **200 people embedded in multiple digital technologies and catered to cloud migration and adoption, digital platform development and maintenance as well as operational service management**. Some of the key outcomes from the center included
 - The successful **implementation of a FNOL ("First Notice of Loss") solution** hosted on Azure cloud utilizing extensible data models and Open API architecture for a connected landscape of external client systems and internal legacy claims solutions.
 - **Development of a global Financial Sanction List Screen ("FSLs") intelligent platform** based on Azure for the Compliance group, utilizing Azure functions for scalability and AI/ML for intelligent and fuzzy matching of claimant names against government sanction lists. External integration was enabled through FTP file intake as well as API integration with internal integration into multiple legacy claim platforms
 - Another key outcome achieved by the center was **cost savings of 32% over 2 years driven by right-shoring, personnel & process optimization and automation using RPA (UIPath)**.
- **Managed Sonata's GDC ("Global Delivery Center") for a global technology-enabled services provider** to the legal industry and corporations, providing solutions for litigation, class action, business transformation and bankruptcy. The GDC was involved in ADM ("Application development & Maintenance") for the individual portals needed for each of the client's cases & also grew to ~150 people during 2018 during the development of the next-gen class-action claims management platform for the client.
- **Managed the execution of an award-winning and innovative modular Life Insurance platform** for a US major, that provides instant approvals for term life insurance and a dynamic underwriting engine giving real-time accelerated underwriting. The product has received awards in multiple industry forums for innovative use of technology.