

Sivakumar S

Doctoral Candidate – Production & Operations Management
Indian Institute of Management, Bangalore



Summary

- A passionate academic with exposure to diverse pedagogical techniques. Prior teaching background as teaching assistant for MBA level courses and experience as a corporate trainer.
- Budding track record of high quality research and publications; with research focus on service operations management and services supply chain / sourcing.
- Outstanding academic and professional track record. Recipient of several awards and honours for academic performance & excellence in professional consulting.
- 14 years of IT Industry work experience incl. 7 years of international experience across Europe and USA. Played diverse roles in Project Mgmt., Mining Sales, Client Engagement Mgmt., Offshore Delivery Management, Domain competency development & Corporate Training.

Education

Degree	Year	CGPA	Institution / University
Fellowship Program in Management. Prodn. & Operations Mgmt	Currently in Final Thesis writing	3.77 / 4	Indian Institute of Management, Bangalore
PG Diploma in Software Enterprise Management. Operations and Marketing	2011	3.64 / 4	Indian Institute of Management, Bangalore
Bachelor of Engineering Mechanical Engineering	1997	78.57% (Distn.)	National Institute of Technology, Trichy

Teaching /Academic Experience

- **Teaching Assistant, Indian Institute of Management, Bangalore (2013-16)**
 - *Operations Management* – PGP (Core) – Grading & Case evaluation
 - *Operations Strategy* – PGP (Elective) – Teaching one module (case based), Grading, Case Evaluation, and question paper setting.
 - *Strategic Management of Services* – PGP (Elective) – Teaching one module (lecture), Grading, Case Evaluation, and question paper setting.

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- *Sales and Operations Planning* – PGP (Elective) – Teaching one module (lecture), Grading, Case Evaluation, and question paper setting.
- **Corporate Trainer in Wipro Technologies (2010-2011)**
 - Trainer for “7 QC Tools” course. Trained about 100 middle-managers.
 - Designed and Developed *Domain Competency Course for Media Vertical*.
 - As *Learning Consultant* for BFSI Business Unit designed and executed a variety of technical and behavioural trainings.

Research Experience / Publications

Journal Publications

- B. Mahadevan, **S. Sivakumar**, D. Dineshkumar, K. Ganeshram (2013), “[Redesigning Midday Meal Logistics for the Akshaya Patra Foundation: OR at Work in Feeding Hungry School Children](#)”, *Interfaces*, Vol.43 (6), pp 530-546

Journal publications (in pipeline)

- **S. Sivakumar** & B. Mahadevan (2016), “*Resource Flexibility and Service Modularity in Design of Coproductive Service systems*”, **Submitted** to *Production and Operations Management*.
- **S. Sivakumar** & B. Mahadevan (2016), “*Configuring and Pricing Coproductive Services*”, **Manuscript Preparation** in progress, Targeted at *European Journal of Operations Research*.

Peer reviewed Conferences

- **S. Sivakumar** (2011), “[A Case based study of shift in efficiency frontier in Indian services industry](#)”, Proceedings of 22nd Annual Production & Operations Management Society (POMS) Conference, Reno, Nevada, USA.
- **S. Sivakumar**, B. Mahadevan (2015), “*Implementation Strategy alternatives for Coproductive services; A comparative study*”, Proceedings of 2015 Manufacturing and Service Operations [\(MSOM\) Conference](#), Toronto, CA.
- **S. Sivakumar**, B. Mahadevan (2015), “*Configuring and Pricing Customized Coproductive Services*”, [XIX Annual Society of Operations Management \(SOM\) conference](#) held at IIM, Kolkata.
- **S. Sivakumar**, B. Mahadevan (2015), “*Configuring and Pricing Coproductive Services*”, [IMR Doctoral Conference](#) held at IIM, Bangalore.
- **S. Sivakumar**, B. Mahadevan (2015), “*Role of Resource Flexibility and Service Modularity in Design of Coproductive Service systems*”, [3rd Pan-IIM, World Management Conference](#), held at IIM, Indore.

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Industry Experience

- ~14 years with Wipro Technologies in diverse roles; including *Customer Interaction experience* up to the level of CXO and CXO-1.
- *Onsite Account Management* including Business Development, Account Mining and Strategic Engagement in managing a 6M US\$ account.
- *Offshore Delivery Management* with a total team size of 200+ and a portfolio of 10M US\$ with responsibilities including Project Mgmt, Delivery Operations, People Management, and Process Management.
- *Practitioner Experience* as Green Belt in LEAN and Six Sigma Implementations.

Key consulting assignments

- IT Strategic Consultant for an M&A deal involving 2 large Global information services players. Created SOA based solution for IT landscape integration & management policies around revenue sharing.
- Process Consultant for UK's largest bank. Studied the AS-IS and TO-BE processes and presented Process and IT integration solution to CXO level audience.
- Process Consultant for BPM outsourcing of order fulfilment & financial back office processes of World's largest Information service provider. Studied AS-IS and TO-BE processes and created the complete transition road-map.
- Pre-sales consultant on Total Outsourcing deal involving a large Global Publishing major. Conducted due-diligence and created an ITO transition & transformation plan along with business case for a multi-phased implementation.

Awards & Honours

- Winner **SAP Labs Merit Scholarship** grant for doctoral level research at IIMB for the period 2014-2016.
- Winner of **Director's Merit List (DML) Award** for FPM for both 2012 and 2013 for 1st rank in the batch at the end of coursework.
- Winner of **Director's Merit List (DML) Award** for PGSEM in 2009 for 2nd rank in the batch.

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- Winner of ***Best People Manager Award*** from Chairman of Wipro in 2005 for excellence in performance with significant contribution towards account mining, business growth, service delivery and people management initiatives.
- Won Four ***Delivery Excellence*** awards from World's No.1 Information Services Provider (Customer) during 2004 to 2006.
- Winner ***Vice-President's Best Project Award*** in 1999 as Offshore Project Manager for Project Quality & Delivery Excellence.
- Winner ***Chairman's Best Organizational Process Change Award*** in 1999 for devising a statistical formula for measuring Quality Index of a Project.
- Participated as Functional Area Representative (Project Manager) in SEI-CMM Quality Assessment of 1998 when Wipro Systems became World's 1st IT services firm to win Level-5 certification.

Research Interests

- *Service Operations Management* – especially customer centric operations; including *Coproduction*, *e-business* operations and *Servitization* of businesses.
- *Service Supply Chains, Contracts and sourcing* – from the paradigms of Service Science, Game Theory and Transaction Cost Economics; especially IT/BPM.

Teaching Interests

- Operations Management – *Basic core course*
- Service Management – *covering service operations and services marketing.*
- Service Supply chains & outsourcing – *sourcing, contracts, service mgmt*
- Operations Strategy
- Data Science and Analytics
- Sales and Operations Planning

Skill Sets

- *Research Methods* – Analytical Modelling, Simulation modelling, Case Based Research, and Empirical Survey based Research.
- *Analytical Techniques* – OR, Game Theory, Multivariate Analysis and SEM.
- *Data Science / Analytical Tools* – R, AMOS, COIN-OR, ARENA, MATHEMATICA.