



AMIT DESHMUKH

BUSINESS UNIT MANAGEMENT | SERVICE DELIVERY EXCELLENCE |
STAKEHOLDER MANAGEMENT | P&L ACCOUNTABILITY

Domains: Banking, Healthcare

✉ amitdeshmukh01@gmail.com

☎ 702-893-9490

in <https://www.linkedin.com/in/amit-deshmukh-9699b5b/>

KEY SKILLS

- Business unit management
- Business Development
- Stakeholder Management
- Business planning (long range planning, budgeting, talent planning, Account planning)
- Service Delivery

CAREER GRAPH

- **Persistent Systems** as Delivery Head | 2021-till date
- **Virtusa Consulting** as Senior Director | 2018-2021
- **Infosys Limited** as Delivery Manager | 2010-18
- **Accenture India** as Manager | 2006-10
- **EDS (Electronic Data Systems)** as Project Manager | 2005-06
- **Infosys Limited** as Programmer Analyst | 2000-2005
- **Kanbay Software (now acquired by Cap Gemini)** as Associate Consultant | 1999-2000

PROFILE SUMMARY

- Business leader with 26 years' track record of strategic leadership and execution excellence.
- Currently heading service delivery & P&L across Salesforce & Microsoft cloud business units for global clients (~1500 team size; 70 MUSD revenue, serving 35 clients).
- Doubled revenue in last 4 years through productization of offerings, building strong partnership with Salesforce, ensuring delivery excellence through a robust 'Delivery Health & Governance' framework & nurturing relationship with CXOs & business heads.
- Have recently (Nov-2024) taken over Microsoft Cloud business (as an additional responsibility). Persistent had acquired this business 2 years back. Focusing on instilling financial & operational rigor, bridging cultural gap between this business and Persistent, building competency, implementing Delivery Governance & driving profitability.
- Responsible for building annual budget, annual talent plan by working with finance, HR, talent supply teams
- Built global teams across the USA, UK, Ireland, South Africa, Australia, India, Costa Rica & Philippines
- Have done 1-year residential executive MBA from Harvard Business School, USA.

NOTEWORTHY MENTIONS

- Have productized our domain & technical expertise in building 'Lending solutions' on Salesforce into '**Gen AI based Digital Lending**' accelerator built on Salesforce. This has helped our clients cut down schedule & cost by 25-40% & helped us expand our footprint.
- Achieved 8X growth (from 3 to 25 MUSD) in 4 years (2012-16) for **Barclays Bank** portfolio (through Infosys) spread across UK, USA, Ireland, South Africa & India.
- For last 11 years, have been managing independent units/large accounts (500 people/20MUSD+) in an operationally efficient manner delivering profitable growth.
- Achieved 35% efficiency gains by driving testing transformation for Barclays Bank bet/n 2013-18 through Life-cycle automation, Agile & DevOps transformation, Metrics based management.
- Opened multiple new logos for persistent, Infosys and Virtusa across USA, Australia, UK, Ireland, South Africa.
- Turned around failed, critical risk programs by improving software quality, project management discipline & work culture (for **Citibank** bet/n 2018-21 & for Salesforce portfolio in Persistent bet/n 2021-2023)

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ACADEMICS

- **Senior Executive Leadership Program** | Harvard Business School | 2016-17
- **Bachelor of Engineering (Mechanical)** | Pune University

CERTIFICATIONS

- **AWS** 'Certified Cloud Professional' | 2021
- **PMI** (Project Management Institute, USA) **certified PMP** (Project Management Professional) | 2006
- **CSQA** (QAI; Quality Assurance Institute, USA) **certified** Software Quality Analyst | 2003

PERSONAL DETAILS

- DOB- 28-01-1977
- Location: Pune

CAREER DETAILS

Persistent Systems | Delivery Head | 2021-till date

- Leading Salesforce & Microsoft cloud service lines for global clients. Accountable for service delivery, client relationship, and P&L for ~1500 people, 70 MUSD business

Virtusa Consulting | Senior Director | 2018-2021

- Handling service delivery, client relationship, and P&L for Insurance and Hi-Tech accounts
- Building, Selling & delivering offerings for our clients; serving them to renew existing systems and processes.
- Motivating and inspiring 500+ employees in keeping them true to the values of Virtusa and staying relevant to our clients.

Infosys Limited | Delivery Manager | 2010-18

Growth Path: Delivery Manager | 2014 - 2018 ← Group Project Manager | 2011 – 2014 ← Senior Project Manager | 2010 – 2011

Built the Banking portfolio for Barclays Bank & AIB (Allied Irish Bank) from scratch; grew it to 25 MUSD:

- Delivery: Ensure delivery excellence, continuous improvement in Quality & productivity.
- P&L: Achieved 8X revenue growth in 4 years while improving profitability.
- Relationship Management: Built strong relationship with clients across UK, Ireland, South Africa
- People Management: Coach, mentor, motivate and supervise team members.

Accenture India | Manager | 2006-10

- Directed development and testing teams based out of UK, India & Philippines while managing end-to-end delivery for large, complex FP engagements.
- Handled Business and IT clients across geographies like UK and India
- Delivered 5MUSD program for Barclays Bank within schedule, cost, with superior quality
- Reduced man-day rate by 35% by improving offshoring from 50-95%

Kanbay Software, Infosys, EDS | Developer, Lead | 1999-2006

- Onsite coordinator, Mainframe developer,
- Led complex legacy modernization, database migration programs.