

# RAJ P SHAH

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## PROFILE

**Proven leader with extensive experience** in defining and delivering business strategies and advanced technology initiatives within high-risk and rapid-change environments.

**Demonstrated performance and accountability** in high-profile roles. Responsible for driving growth, generating revenue, and capturing market share for a global services firm.

**Expertise in program and project management** with extensive qualifications in all facets of different project lifecycle methodologies such as RUP, SCRUM, and Agile.

**Exceptional track record** of delivering projects on time and on budget, with exceptional customer satisfaction.

**Respected ability to build and lead teams** with excellent interpersonal, communications and mentorship skills. Recognized as a motivational, lead-by-example manager, change agent and proponent of empowerment and accountability at all levels of the organization.

## CORE COMPETENCIES

**IT & Business Strategy and Execution**

**Development and Leadership**

**Large Scale IT Delivery**

**Organization / Operations Management**

**Advanced Technology Integration**

**Relationship Management**

**Performance and Process Improvement**

**Program / Project Management and Project Rescue**

**Consolidation, Transformation and Culture Change**

**Software Design and Development**

**Technology Architecture and Implementation**

## RECENT EXPERIENCE

**US Government Services subsidiary of a Global Services Firm**

2005 - Present

*Director / core management team member. Accountable for growth and delivery of Department of Homeland Security (DHS) account, representing a \$16 million P&L for FY2008.*

### EXAMPLE ENGAGEMENTS:

**Specialized Financial Services Company (Commercial)** – secured introductory work with the company to develop online strategy based on a user-centric approach. Created multi-year roadmap and business case with C-levels in the organization and secured continuing funding for the ongoing development of the identified online initiatives.

**DHS Customs and Border Protection (CBP)** – secured introductory work with CBP, and grew account from no presence to a team of 20 in six months. Led the definition and development of an enterprise portal engagement which unifies CBP's stovepipe organizations and applications into a single interface, providing project management and change management services to CBP to ensure adoption within the agency.

**DHS Immigrations and Customs Enforcement (ICE)** – responsible for the vision, requirements and development of an enterprise critical application which allowed ICE to sunset a 25 year old legacy application, as well as definition of roadmap for multi-year modernization effort. Provided day to day leadership to an integrated team of over 30 members from three different system integrators.

**Department of Justice, Federal Bureau of Investigation (FBI)** – responsible for leading enterprise critical engagements as well as expanding consulting footprint at the FBI. Defined, designed and delivered a crisis information management system as well as the redefinition and automation of critical business processes supporting the FBI's Laboratory

Division, using the Value Stream / Lean methodology.

OTHER ACHIEVEMENTS:

**Drove the expansion of the DHS account** by 100% yearly from 2006 to 2008 (\$4 million to \$16 million)

**Created a revenue stream from scratch** by defining and creating an Operations and Maintenance (O&M) group and sold \$1.5 million of O&M engagements within the first year.

**Mentored, led and developed the careers of** 100+ consultants, including co-leading the management consulting practice of the parent firm.

**Global Services Firm**

1996 - 2005

*Provided consulting services to Global 500 clients in support of business and IT strategy, advanced technologies and software architecture design and development. Clients include ABN AMRO, Bank of America, Verizon, Hallmark, Hewlett Packard, Janus, Lucent, MIT, Nextel, Schroders, Staples, Star Alliance, Vodafone and WellsFargo.*

EXAMPLE ENGAGEMENTS:

**Nextel Communications (now Sprint)** – crafted the business, creative, functional and technical strategy and plan for Nextel's e-commerce and customer service channels Secured funding for the program and was part of the leadership team that led 100+ team members and 30 Nextel stakeholders to the on-time 2005 re-launch of Nextel.com.

**Vodafone UK** – created technology strategy and execution plan which enabled IT to move to a Service Oriented Architecture (SOA). Responsible for creation of the business model, and oversaw the design, implementation, rollout and maintenance of processes for IT groups moving to the new architecture. Developed and executed change management plan for redefining IT skillsets of 800+ Vodafone developers and contractors through training and acquisitions.

**MIT OpenCourseWare (OCW)** – secured MIT and OCW as clients. Defined core content management processes, roles and skills used to make MIT's curriculum available for free online. Identified functionality and technologies required for initial launch of OCW to public, and enhancements to support future phases.

OTHER ACHIEVEMENTS:

**Grew over nine years** from an entry level position to an officer of the company, across numerous areas of expertise. Positions held include: Engineer, Senior Engineer, Senior Business Consultant, Manager of Business Consulting, Architect, Project Manager, Senior Manager of Business Consulting, Director of Business Consulting.

**Redefined management consulting** for the company during a large scale change management initiative as the company emerged from the Internet boom years.

**Founded the Internet business group** in 1996, landing the first internet technology driven engagements when the company was primarily client-server focused.

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EDUCATION

BS – Mechanical Engineering, Massachusetts Institute of Technology, Cambridge, MA, 1997

CLEARANCES  
(U.S Citizen)

Active Department of Defense Secret Clearance  
Active Department of Defense Top Secret Clearance  
Active Department of Homeland Security (ICE) Public Trust Clearance

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REFERENCES

Available upon request.