



Narayan Parasuraman

Program, Portfolio, Strategy, & Operations

✉ nxparasura@gmail.com 📞 213-324-1800 🔗 [linkedin.com/in/nparasuraman/](https://www.linkedin.com/in/nparasuraman/)

TARGETED POSITIONS: VICE PRESIDENT OR LEADERSHIP ROLES FOR PMO, BUSINESS OPERATIONS, & DIGITAL TRANSFORMATION

I am a dynamic and innovative Program Management, Strategy & Operations Leader and currently the Head of a Global Program at Nike. I have worked in multiple Fortune 100 companies using technology to translate visionary ideas into an executable, profit-driven reality. I have led the strategic execution of an array of complex initiatives, using technology to streamline processes and increase revenue in various ways across the organization globally. I am highly interested in bringing my leadership experience to make direct and immediate impact to the right innovative company. I look forward to talking about your strategic business needs.

Best,
Narayan Parasuraman

AREAS OF STRENGTH & EFFECTIVENESS (CAREER SNAPSHOT)



Strategic Global Program & Portfolio Management | Business Operations | Digital Transformation

- **Strategic Leadership for Global Corporations:** Successfully executed transformative initiatives for Fortune 100 companies, integrating business and technology excellence.
- **Industries & Corporate Scale:** Led successfully in sectors such as Insurance, Pharmaceuticals, Finance, Banking, Entertainment, Retail, and E-Commerce, saving \$MMs throughout career at Fortune 500 companies.
- **Core Competencies Across Sectors:** Developed and refined core competencies in Technology, Portfolio, Strategy, and Operations, leaving a lasting impact at esteemed companies including Nike, Gap, Kohls, Visa, Walmart, and Netflix.
- **Diverse Management Expertise:** Commanded expertise in Program, Product, and Portfolio Management; Business Operations; Standardization of Systems and Processes; Digital Transformation; Cloud Migrations; Loyalty & Payments Integration; and Marketplace Development and Launch.
- **Consumer-Centric Initiative Framework:** Pioneered a consumer-centric, data driven mindset, crafting initiatives prioritizing and maximizing stakeholder value, leveraging cutting-edge technology solutions across programs.
- **Strategic Execution Superpowers:** Agile problem solver excelling in navigating ambiguity through critical thinking, consistently achieving complex strategic goals. A seasoned communicator, who leading with empathy and influencing effectively at all organizational levels.
- **Cultivating Winning Organizational Cultures:** Led and inspired teams of 350+ direct and indirect reports through strategic, transformational, and coaching leadership. Fostered a culture of collaboration, excellence, and innovation.
- **Trusted Strategic Partner:** Seen as a trusted partner for technology and business to help drive strategic alignment of transformational initiatives and delivering complex initiatives driving business value on time and budget. Experienced in using storytelling as a tool for translating complex ideas into engaging narratives that resonate with diverse audiences, facilitating a deeper understanding and buy-in for transformative initiatives.



Best Accomplishments

- Championed & pioneered integrated ways of working across the Nike enterprise, fostering cross-functional partnerships with Nike technology, business, and product teams. Drove operational efficiencies, saving \$200M.
- Led the charge in spearheading Agile and Product Model transformations across a global workforce of 4,000+ employees at both Walmart, Kohl's, Gap, and Nike.
- Collaborated with a CISO, CPO and CSO to drive Nike's Privacy, Compliance, and Sustainability initiatives, resulting in a noteworthy achievement of \$760M+ in cost avoidance and built a framework for Sustainability data analytics.

EXPERTISE & INDUSTRY KNOWLEDGE

Program Management | Adoption & Go-To-Market Strategy | Strategy & Business Value | Budget Planning | Product Development | Stakeholder Management | Team Leadership | Portfolio Management | Digital Transformation | Agile Delivery | Change Management | Employee Engagement | Tech Modernization | Supplier Management | Strategy Development | Software Development | Servant Leadership | Adaptability | Business Operations | Prioritization | Coaching and Mentoring | Scale Distributed Team | Value delivery | Agile transformation | Adobe | ERP | Salesforce | Microsoft | Oracle | AWS

PROFESSIONAL EXPERIENCE

Head of Global Technology Program Management Office | NIKE INC | San Francisco, CA / Beaverton, OR | 2020 - Present

- **Overview:** Led the Global Technology Program, managing 300+ resources with 14 direct reports, including 7 Sr. Directors, with an annual budget of \$70M and \$1.8B annual portfolio spend.
- **Program & Portfolio Governance:** Led the effort to standardize portfolio and program management processes, tools, and business operations.
 - **Strategy & Planning:** Led planning cycles (3-Year Strategy, Annual, and Quarterly planning) for the entire technology organization spanning globally partnering with Business partners, FP&A and Global Strategy. Oversaw resource modeling, capacity planning, budgeting/estimation, and Investment tracking to report at ELT and SLT levels. Presented technology capability wins QBRs, MBRs and BOD updates
 - **Agile transformation:** Spearheaded the effort to standardize Agile, Portfolio, Product and Program management processes, tools, and operations. Built the Agile Dojo, established PMO COE & COP, and optimized delivery by transforming teams to become self-managing via Agile coaching to enable product model transformation.
 - **Portfolio Management:** Standardized portfolio management function across the technology organization to report on health of technology portfolio to SLT, ELT., built scalable framework to track new demand intake, monitor risk and report of value delivery & adoption of enterprise capabilities across the enterprise
- **Enterprise Initiatives:** Delivered business value through 25+ complex global enterprise programs with a capital spend of ~\$500M to drive the transformation of Nike into a Digital First company.
 - **Digital Marketing Transformation:** Led the technology modernization of marketing capabilities (CDP, Journey analytics etc.), providing marketers with industry-leading tools, analytics, and processes to operate with unprecedented scale and velocity to build record-level engagement with customers; resulting in 400M in incremental demand
 - **Consumer Digital Experiences:** Delivered a unified experience across Nike.com and Nike App that removes friction for the consumer and creates customer distinction; resulting in 85M incremental demand and increase in order value by 15%.
 - **Digital Supply Chain:** Headed transformational programs around the DC expansion & optimization, Fulfillment/Node enablement, robotics in DC, *Digital Promise* online-to-offline and *Pickup Promise* that increased digital orders CPU by to 11% (\$500M). *Ship from Store* resulted in EBIDTA improvement (\$25M) and the *Pickup Promise* reduced cycle time by 2 days.
 - **Technology Foundation:** Steered initiatives to organize domains around platforms, accelerated adoption and usage of data analytics/AI/ML, helped with data privacy initiatives by building robust data foundation globally. Optimized Cloud usage across providers with KPI/Metrics, aligned usage and spend with Nike's revenue growth to capture a cost savings of \$230M in 2 years
 - **Business Technology Programs:** Led the finance system transformation and implementation of Workday, Anaplan and WFM platform globally to deliver a more digital, agile, and efficient HR function promoting self-service, resulting in better predictive financial data and cost savings of \$100M.

Senior Director – Technical Program Management, Ecommerce, & Mobile | GAP INC| San Francisco, CA| 2018 – 2020

- **Overview:** Led Global PMO and Business Operations team(s) for Gap Inc. brands, managing a globally distributed team of 250+ and 18 direct reports, an operating budget of \$30M, and a portfolio of \$120M+.
- **Programs:** Directly responsible for delivering on Site, Mobile, Loyalty, Payments, Marketing and Customer Experience initiatives. Tracked progress, managed risks, and reported status to the board, senior leadership, and external partners periodically, increasing customer acquisition by 15%, and driving sales across brands by +12%.
- **Cost Optimization:** Oversaw financial modeling and budgeting processes to inform strategic planning, initiative new programs, and identified cost saving opportunities. Optimized operating cost by laying out strategy to leverage offshore teams, saving \$15M+.
- **Portfolio Strategy:** Partnered with business and Product management leaders to define clear strategic portfolio & product priorities and actionable roadmaps to deliver relevant and highly valuable products to consumers.
- **360-Degree Customer View:** Built a product operations team that worked closely with Data Analytics, Product Managers & Engineering to analyze the customer data and build a holistic 360-degree view of each customer; used insights to create meaningful customer experiences.
- **Customer Programs:** Delivered on strategic Marketing and Loyalty programs that helped acquire +2M new customers in 2018 and increased membership to 9.5M+ by 2020 Q1.
- **New Cloud Ecommerce Platform:** Spearheaded a \$20M+ program to modernize the legacy ecommerce platform and migrate to Azure cloud, which reduced operational expenses by 20%.

- **Key Programs:** Included Apple Pay, Personalization, Digital Marketing initiatives (CMS, DAM, Stibo, Email service), Loyalty enhancements, Landing Page optimizations, SEO, Platform development, Rewrite of Pricing and Promotions engine, Fulfillment Programs (BOPIS, Curbside, UPS access point), Compliance programs (CCPA, GDPR)

Vice President – Program Management | KOHL’S | Milpitas, CA / Milwaukee, WI | 2015 - 2018

- **Overview:** Recruited to bring to life an aggressive roadmap— blending innovative ideas and technology to formalize season-sensitive, on-budget development of 60+ projects in Y1.
- **Strategy & Roadmap:** Influenced and evolved roadmap to outcompete Tier 1 rivals in Y2 and Y3.
- **Capital Planning and Product Strategy:** Led strategy sessions with Business and Product engineering teams.
- **Program Office:** Led mobile, stores, POC/POS innovation, managing 51 team members and 15 direct reports.
- **Business Operations** Built and optimized 51-member, 3-location program management office (PMO) to better achieve corporate mandates—reducing organization expenses 15% and staying on budget for 3 consecutive years.
- **Technology Programs:** Directed 23 enterprise technology initiatives across tenure at 1,192 locations in 49 states, 138,000+ employees, and a global digital footprint collectively driving \$19B+ in revenue (FY17).
- **Mobile transformation:** Led 100+ product and feature releases that increased \$MM revenue by 62% YOY and grew Kohl’s mobile base to 4M+ active users (+30% YOY). Features drove 14% increase in AOV, 8% increase in visit duration, and 2% decrease in bounce rate.
- **Key Enterprise Programs:** Included Mobile Site Redesign, Payment Integrations, Digital Wallet, BOPUS, Personalization, Chatbots, Amazon Returns, Search / Browse, Loyalty transformation, Cloud Migration, Big Data Analytics for Personalization and Innovation.
- **In-Store Technologies:** Integrated experiences across 10+ technology products to improve frictionless experiences and associate productivity with programs like device consolidation, App simplification and POS redesign of ~5,000 terminals.

Director – Program Management | VISA | Foster City, CA | 2014 - 2015

- **Overview:** Led program to standardize Visa’s mobile site development.
- **White Label Application:** Drove groundwork for common framework, driving rapid development of company mobile white label application.
- **Common Toolkit:** Implemented a common toolkit, including standards, assets, and UI/UX utilized by 10+ global teams to standardize development of all Visa-created mobile properties.
- **Process Consistency:** Piloted common toolkit within the mVisa program, ensuring consistency, alignment, and global program rollout.

Principal / Director – Program Management | WALMART | San Bruno, CA | 2012 - 2014

- **Overview:** Recruited to expand company technology and human capital footprint for eCommerce sales, leading enterprise-wide initiatives that stabilized and expanded marketplace offerings on a highly scalable platform.
- **International Markets Platform Upgrade:** Led 5 global teams spanning 35+ resources on massive transformation and upgrade of Walmart’s existing eCommerce platform, which served all international markets including ASDA (UK), GeC (Canada), Sam’s Club and GeC (Mexico).
- **Scalable Marketplace Launch:** Directed 6 technology teams and 50+ resources globally in launching first-ever Market Place for Walmart eCommerce on newly built platform, adding 1M+ product SKUs and 100+ sellers.
- **Supply Chain Optimization:** Customized and implemented new supply chain warehousing program across 9 national distribution centers that increased logistics, supply chain and fulfillment efficiency 25% and saved \$8.9M annually.

ADDITIONAL EXPERIENCE

Netflix | Partner Manager | Defined and led the go-to-market strategy and implementation to drive European subscriber expansion in collaboration with multi-country stakeholders and field teams.

Compuware Corporation | Head of Program Management

Alliance Data Systems Corporation | Director of Program Management

Cognizant Technology Solutions | Principal Senior Consultant

EDUCATION & CERTIFICATIONS

Master of Science in Electrical Engineering | University of South Florida

Bachelor of Science in Electrical & Electronics Engineering | India

Project Management Professional Certification | Project Management Institute

Certified Business Analyst Professional | ITIL V3 Certification | Certified Scrum Master | Certified Scrum Professional | Six

Sigma Green Belt Certification