Venkatesh Arunachalam

Email: venkiarun@gmail.com   Mobile: +61 451768704

Website: www.venkiarunachalam.com   LinkedIn: /venkiarun
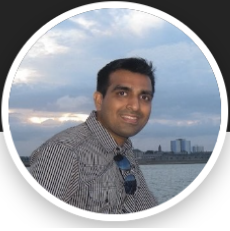
A **Senior Product Management executive** with over 20 years of experience in managing the development and modernisation of complex digital products across the globe, leading multiple product teams, transforming organisations and managing a large business. I have mentored and managed Product Managers, Product Designers, and Full Stack Engineers forming high performing teams from scratch through delivery of successful products. I am also a recognised conference speaker, having presented at major Product conferences such as Agile Australia, FST media and many other executive conferences.

Expertise

- **Building successful digital products** and platforms through high performing teams
- **Modernising Legacy Platforms** for generating rapid ROI
- **Transforming businesses** into a modern product-centric organisation
- Developing a coherent plan for the business combining knowledge of **scenario planning, product finance, business architecture, marketing and product delivery operations**
- Bringing together the skills of **management, business and digital consulting** to build a strategy for a business

Career Highlights

- **Product Management:** Experienced in managing the development of custom software products in financial services, life sciences, health care, government and telecommunications industries across Australia, Africa, Singapore, the UK and the USA
- **Business Management:** Managed portfolio with a revenue of A$8m p.a.across multiple digital products. Experienced in working with C-level stakeholders to drive business outcomes across multiple initiatives
- **Business Strategy:** Experienced in formulating and driving a growth strategy and managing various areas like Marketing, Operations, technology and Finance.
- **Transformation:** Led multiple business transformation initiatives through building successful products, infusing lean-agile principles, building high-performance teams and incrementally delivering ROI
- **Capability Development:** Managed multiple cross-functional and multi-cultural teams, helping individuals enhance their skills, grow their practices and develop careers

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Product Management and Business Operations

Educational Qualification

- **MBA in Finance & Strategy** from the University of Strathclyde, UK
- **B.E in Computer Science** and Engineering from University of Madras

Work Experience

Company	Role	Duration
An unnamed startup	Fractional CPO	Jul 2023 - current
Roam Digital/Stellar Elements	Senior Director	Jun 2022 - Jul 2023
Pivotal Labs/VMware Tanzu Labs	Director, Product Management	Jun 2016 – May 2022
Elabor8	Agile Coach	Feb 2016 – Jun 2016
Thoughtworks	Lead Product Management	Jun 2011 - Jan 2016
Wipro Consulting	Consultant	Dec 2006 - Jun 2011
iNautix/BNY Mellon Technologies	Systems Analyst	Sep 2002 - Aug 2005

Key Engagements

A whole of government payments platform

The state government was collecting over $15billion every year from its residents. They spent over $500m by running the practice across various agencies. I acted as a fractional CPO to create an ecosystem of products that saved the government over $55m each year and improved from 85% to 99.999%.

A mobile health platform for Bill and Melinda Gates foundation

Bill and Melinda Gates Foundation invested heavily to capitalise the ubiquity of mobile phones in Africa to deliver health care solution. I led the development of the platform what was successfully deployed in Ghana and Zambia to reduce mortality amongst vulnerable children.

A new work pass solution for a massive government agency in Singapore

With over 300k domestic helpers working in Singapore, managing their work permits is of major importance to the government. I led a $36million initiative to deliver a modern model platform of digital products for employers, agents and civil servants to manage this process.

A digital platform to reduce cost of assurance in a Telco

A large Telco was struggling to keep the cost of service assurance down as the contact centres were overflowing with calls from angry customers. The multi-product platform deflected over 300k calls in the first year and over a million in subsequent years saving millions of dollars.

Transformation of a large government agency in Australia

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Product Management and Business Operations

Public sector in any country isn't known for modern software development. I led an initiative to modernise a government agency to operate at the speed of a well tuned startup. It involved building digital products, reducing time to market, focusing on customer centricity, inculcating a culture of business value and incremental restructuring of the entire agency.

For further details and to get to know more of my work, please go to the link below.

https://venkiarunachalam.com/key-engagements

Experience

Senior Director

Roam Digital/Stellar Elements (Jun 2022 - Jul 2023)

Stellar Elements/Roam Digital is a highly renowned end-to-end digital software consultancy based in the US. Our clients are predominantly in the Financial Services and Insurance industries.

My responsibilities included:

- Manage digital product delivery similar to a VP of Product role typically working with a C level representative from our clients.
- Scope engagements ranging from new product development to modernising legacy platforms
- Manage a business of over A$8 million across sales, operations, marketing and capability development

Outcomes:

- My team was instrumental in driving the structuring and delivery of a complex renumeration platform for a large financial services institution
- Lead the creation of a robust marketing strategy which was subsequently implemented across the globe
- Establish key performance indicators (KPIs) to measure and track the success of the business and make data-driven decisions to improve performance

Director, Product Management & Design

Pivotal Labs (Jun 2016 - Mar 2021)

Pivotal Labs Consulting (Acquired by VMware and renamed to Tanzu Labs) is a global software and services company based in San Francisco that provides cloud platform hosting and consulting services. They are renowned to be a thought leader in Lean, UCD and eXtreme Programming. Pivotal has worked with some of the world's most successful companies pre and post IPO including Google, eBay, AirBnB and Twitter.

My responsibilities included:

- Managed the Labs Business for growth (Marketing, Finance, Operations)
- Drove Customer Engagement and delivery of the digital product from discover, launch and scale
- Create and execute a strategy for growth of the business and individual accounts
- Managed a team of product managers and provided mentorship and guidance to ensure their professional growth and development

Outcomes:

- Was instrumental in the growth of the practice in ANZ by over
- Lead the transformation of a major government agency through a series of products from Single View of Customer, Digital Drivers Licence and a whole of Government Payments platform
- Managed a team of product managers and provided mentorship and guidance to ensure their professional growth and development

Lead Consultant, Product Management

Thoughtworks (Jun 2011 - Jan 2016)

Thoughtworks is a global technology consultancy that integrates strategy, design and software engineering to enable enterprises and technology disruptors to thrive as modern digital businesses. With 49 offices in 18 countries, they are closely associated with the movement for agile software development. As a lead consultant in TW, my responsibility includes driving product development activities in complex engagements.

My responsibilities included:

- Facilitate inception and drive workshops to structure the engagement
- Architect business solutions in conjunction with technical leads
- Help clients create the product vision and strategy
- Create, prioritise and management the project backlog
- Enable agile and lean practices in the client organisation

For further details and to get to know more of my work, please go to the link below.

https://venkiarunachalam.com/professional-experience

Publishing

1. https://venkiarunachalam.com/product-blog/f/decompose-products-to-avoid-scaling-teams
2. https://venkiarunachalam.com/product-blog/f/product-evolution-by-lean-selection
3. https://www.channelfutures.com/from-the-industry/how-to-drive-business-agility-without-large-scale-transformation-programs
4. https://tanzu.vmware.com/content/tanzu-labs-anz/strangling-a-monolith-by-focusing-on-roi
5. https://roamdigital.com/blog/collective-ownership-of-culture-at-roam-digital
6. https://www.brighttalk.com/webcast/14891/524627