

BHASKAR D.V.

Global Operations & Transformation | Learning & Development Operations | AI Transformation | Microsoft Service Account Lead

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Portfolio: [Bhaskar D.V. | Executive Portfolio](#)

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EXECUTIVE SUMMARY

Results-driven Senior Program Manager with 16+ years of experience leading global operations, enterprise transformation, Learning & Development programs, digital modernization, and AI-enabled business initiatives. Proven success managing Microsoft service accounts and global programs supporting over 200,000 users across USA, India, Costa Rica, Romania, and the Philippines. Expertise in program governance, stakeholder management, reporting & analytics, content publishing, audience targeting, learning communications, certification programs, vendor management, operational excellence, and global team leadership. Delivered measurable business outcomes through automation, analytics, process optimization, and cross-functional leadership.

CORE COMPETENCIES

Program Management | Portfolio Management | Global Operations | Digital Transformation | AI Transformation | Learning & Development Operations | Microsoft Service Account Management | Program Governance | Stakeholder Management | Executive Reporting | Change Management | Risk Management | Vendor Management | Resource Planning | Budget Management | Financial Forecasting | Operational Excellence | Business Transformation | Power BI | Azure DevOps | Agile | Scrum | Learning Program Management | Content Publishing | Audience Targeting | Learning Communications | Certification Programs | Learning Path Management | Analytics & Reporting | Cross-Functional Leadership | Global Team Leadership

PROFESSIONAL EXPERIENCE

Founder & Director (DPIIT-Recognized Startup) – Program & Capability Transformation

Hamrith Consulting Service LLP (Udyam MSME Registered) | Bengaluru, India | Aug 2024 – Present

- Lead enterprise transformation and digital modernization initiatives focused on AI, automation, analytics, and operational excellence.
- Define program roadmaps, governance structures, KPI frameworks, and stakeholder engagement strategies.

- Manage cross-functional delivery teams, budgets, risks, dependencies, and executive reporting.
- Drive adoption of scalable operating models and continuous improvement initiatives.
- Partner with business and technical stakeholders to identify AI and digital transformation opportunities.

Program Manager- Global Operations & Transformation

Tech Mahindra Allyis India Pvt Ltd (Microsoft Vendor Operations) | Bengaluru, India | Nov 2019 – Aug 2024

- Led global transformation programs supporting 200,000+ users across India, USA, Philippines, Romania, and Costa Rica.
- Delivered 25% operational efficiency improvements through automation, analytics, and process optimization.
- Managed Microsoft service account operations and global delivery governance.
- Led Learning Program Management, Content Publishing, Audience Targeting, Learning Communications, Certification Programs, Reporting & Analytics, and Learning Path Management initiatives.
- Managed financial forecasting, resource planning, stakeholder communications, and executive governance reviews.
- Built Power BI dashboards supporting KPI management and executive decision-making.
- Led geographically distributed teams across USA, Costa Rica, India, and Romania.

Business Analyst / Project Manager

Convergys India Pvt Ltd (Microsoft Vendor Operations) | Bengaluru, India | Jul 2012 – Nov 2019

- Delivered enterprise transformation, operational improvement, and technology-enabled business initiatives.
- Managed stakeholder engagement, governance reporting, planning, and change management.
- Supported Microsoft learning operations, reporting, communications, and process optimization programs.
- Coordinated cross-functional teams to deliver business and operational objectives.

Senior Associate – Operations & Reporting

Firstsource Solutions Pvt Ltd | Bengaluru, India | Feb 2010 – Jun 2012

- Developed operational analytics, reporting frameworks, and workforce management solutions.
- Improved productivity and reduced operational cycle times through process optimization initiatives.
- Supported performance reporting and workforce planning activities.

KEY ACHIEVEMENTS

- Led global programs supporting over 200,000 users across multiple geographies.
- Delivered 25% operational efficiency improvements through automation and analytics initiatives.
- Managed Microsoft service account operations and global delivery governance.
- Established KPI frameworks, executive dashboards, and governance reporting mechanisms.
- Led cross-functional teams across USA, Costa Rica, India, Romania, and the Philippines.

EDUCATION

Post Graduate Program (PGP) in Artificial Intelligence & Machine Learning

University of Texas at Austin – McCombs School of Business (via Great Learning)

Specialization: Artificial Intelligence & Machine Learning

May 2024 – June 2025

Master of Business Administration (MBA)

ICFAI University

Specialization: Information Technology & Systems

June 2017 – December 2019

Bachelor of Business Management (BBM)

KGF First Grade College, Affiliated to Bangalore University

Specialization: Business Management

August 2007 – May 2010

TECHNOLOGIES & TOOLS

Python | LangChain | Prompt Engineering | Agentic AI Concepts | RAG Architectures | AI Workflow Automation | OpenAI | Claude | Gemini | Microsoft Copilot | Power BI | Azure DevOps | Agile/Scrum | Power Platform | Microsoft 365 | SharePoint | SAP SuccessFactors | Salesforce | MS Internal tools (VIVA, AD Entra ID, MS Learn & Certifications) | Analytics & Reporting | Azure & AWS Concepts | Digital Transformation Tooling

CERTIFICATIONS

Post Graduate Program (PGP) in Artificial Intelligence & Machine Learning – University of Texas at Austin (2025)