Sudeer Kayappurath

HR & Operations Management Professional
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Professional Summary

A results-driven HR & Operations Management Professional with 27 years of management and leadership experience, 16 years as Director of India operations which includes HR Management, Operations Management, Banking & Accounting, Vendor Management, Project Management, Leadership and Planning skills. Strong analytical and research capabilities. Proven ability to manage cross functional IT teams with diverse technical backgrounds. An excellent team player with strong interpersonal communication skills.

Areas of Expertise

- Talent Acquisition & Management
- Employee Training and Development
- Resource Management
- Employee Relations
- Performance Management
- Payroll & Benefits Administration

- Employee Engagement
- Project Management
- Accounting & Banking
- Budgeting - Capital & Operational
- Vendor / Third Party Management
- Process Excellence

Career Profile

Entix Global Consultants, Cochin 2020 Jun
Designation: Director

Entix Global Consultants is a technology hiring company based in Kochi, Kerala engaged in the business of IT recruiting, training and development.

Techspine Systems (P) Ltd., Infopark, Cochin 2004 Sep – 2020 March
Designation: Director – India Operations

Techspine Systems (P) Ltd. is a 100% subsidiary of PracticeSuite, Inc, USA. PracticeSuite, founded in the heart of Silicon Valley, provides an affordable cloud-based practice management platform to help the providers practice profitably and is specializing in revenue cycle management services.

- Served as Director India Operations reporting directly to CEO and members of the executive staff based in US, while managing the employees in India spread across different geographical locations.
- Independent charge of the India Operations.
- Setup the Indian entity from ground up by working closely with the stake holders.
- Set up the Engineering, Customer Support and BPO Operations for PracticeSuite, the parent company of Techspine. This is inclusive of all aspects of setting up the office, IT infrastructure, Talent acquisition and development and implementation of policies and best practices.
- Worked collaboratively with the leadership team to preserve a team-oriented company culture that emphasized on continuous learning, collaboration, high performance, and quality.
- Setup offices in Kochi, Mumbai and Coimbatore in India.
- Responsible for the entire India operations consisting of close to 200 employees, which included HR, accounting, banking (authorized signatory) and admin activities.
- Conducted screening, interviews, negotiations, preparation of offer letters and recruitment of

team members.
- Implemented HR policies, employee handbook to streamline the HR operations from hiring to retire.
- Setup a strong HR team to better manage the HR operations across all locations.
- Responsible for the entire H2R process.
- Enabled continuous professional development of staff through regular reviews, mentorship, and effective training plans. Kept attrition rates below 5% consistently by creating a positive and conducive work environment.
- Implemented employee engagement programmes and Rewards & Recognition systems for employee motivation.
- Pivotal point of contact between employees & management.
- Responsible for analysing trends and changes in the industry and Government policies and the application or taking advantage of the benefits by implementing them in the organization
- Conducted employee satisfaction surveys to assess job satisfaction, compensation/benefit satisfaction, policies, and retention.
- Responsible for legal compliance with various Government departments like, PF, Labour, Employee State Insurance, and local self-Government.
- Provided leadership and expertise for the following Human Resource (HR) functions: HR Strategy, employee relations, compensation, leave management, succession planning, employee engagement practices, training, leadership development & coaching and organizational change.
- Responsible for vendor evaluation, selection, negotiation, contracting and management.
- Managed third party contracts for lease, audit, secretarial, recruitment, labour & legal compliance, office maintenance and security services.
- Responsible for budgets (capital and operational) and consistently met budget goals.
- Prepared & Managed an operational budget of INR 120M ($1.7M) per annum.
- Engaged audit & secretarial professionals for timely tax and financial audit, reporting, filing, taxation, RoC compliances and provided reports to corporate accounting team in US for tax filing.
- Planned and implemented the project for office relocation to an IT park facility, and later to a special economic zone(SEZ) within the time and budget.

Cochin Computer Systems Pvt. Ltd, Kottayam 2002 Oct – 2004 Sep
Designation: Sr. Manager – Software Products

Cochin Computer Systems (now called CCS Technologies) is one of the leading software development firms in Kerala, India. They have successfully developed and implemented both projects and products in various business domains.

- Independently managed a profit center of the organization.
- Directed and supported the development and implementation of software solutions, including project management plan, risk management plan, scheduling, resource allocation and end-to-end management of the projects.
- Defined work processes at every stage of the project & ensured that it is meeting customer requirements.
- Involved in Client interaction from Project Initiation to Deployment and support.
- Improved the stability, reliability, user-friendliness and overall quality of the products by

implementing quality standards and procedures.

Vishwas Software Exports Pvt. Ltd, Cochin 2001 Feb – 2002 Oct
Designation: General Manager - Operations

Vishwas Software Exports (P) Ltd, part of multi-million Vishwas group, is a software development firm based in Cochin. Vishwas was specialized in the development and implementation of projects in the ERP domain.

- Managed and coordinated High Level ERP projects of the company, handled all techno-commercial aspects.
- Helped create and implement formal software development methodologies.
- Led software development teams of up to fifteen analysts, software engineers, testers, and documentation specialists.
- Streamlined the entire development process in-order to improve the performance and reduce development time

Veeyenes Shipping Services Pvt. Ltd, Mumbai 1997Aug – 2001 Jan
Designation: I.T Manager
Veeyenes Shipping Services (P) Ltd is a Freight forwarding company based in Mumbai, India.
- Designed, implemented and maintained a LAN for 42 users on Windows NT and integrated backwards with the existing Novell Servers.
- Supported clients on NT Workstations, Windows 9x and DOS platforms.
- Responsible for evaluation of vendors and for drawing up the IT budgets.
- Managed a team of five in-house developers

Koluthara Electronics Pvt Ltd, Cochin 1995 June–1997 June
Designation: Project Leader/Network Engineer
Koluthara Electronics was a total solutions provider based in Cochin, Kerala. Koluthara was also the primary solution provider for the Indian Navy's Southern Naval Command based in Cochin.
- Designed, developed and implemented various solutions on Windows and DOS platforms
- Was responsible for system study and development of the application with the team of programmers.

NetSoft Systems and Technologies, Cochin, Kerala 1993Jan–1995June
Designation: Developer
Netsoft Systems and Technologies was a software development firm catering to the requirements of small to medium business segments by providing accounting and inventory management solutions.
- Was a member of the development team of NetPac, an accounting and inventory management solution developed in FoxPro

SCHOLASTIC RECORD

1988–1991 Mahatma Gandhi University, Kerala

- **Bachelor of Science with Physics as Majors.**

1994-1995 Datapro Information Technology

- **Post Graduate Diploma in Computer Applications**

Technical Skills

Operating Systems	: Windows, Mac
Applications	: MS Office, MS Project, GreyHR
CRM	: vTiger, SalesForce, HubSpot

Personal Profile

Nationality	: Indian
Marital Status	: Married
Age & Date of Birth	: 50 Years, 19th October 1970
Address	: 11B, SFS Silicon Gate, Opp CSEZ, Kakkanad, Kochi – 682 037

Linguistic Skills

Speak, Read and Write
English, Malayalam, Hindi and Tamil(working knowledge)

Soft Skills

- Excellent & effective verbal and written communication skills.
- Excellent interpersonal and team skills.
- Out of the box thinker and quick learner.
- Strong analytical and problem-solving skills
- Excellent conflict resolution & management skills.
- Highly flexible and adapt to change easily.
- Excellent delegation and supervisory skills.
- Strong skills to handle multiple projects at the same time with attention to the details.
- Always believes in and maintains high level of values, professional ethics, and confidentiality.