

# B H A N U R A W A L

Experienced IT Leader Specializing in Digital Transformation, Product Strategies,  
Productivity & Collaboration Tools | Global Teams of 40+ | 20+ millions of value generation

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Global technology and product leader with extensive experience guiding cross-functional teams to deliver scalable AI and digital products across global businesses. Experienced in shaping and executing enterprise strategies that align digital innovation with safety, compliance, and operational excellence goals. A Trusted advisor to business and technology leaders who influences diverse stakeholders and drives adoption of new capabilities - including AI infused services while establishing delivery models, governance frameworks, and security-aligned controls that ensure solutions are both impactful and enterprise-ready.

## SUMMARY

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### Authentic Leader

- Achieved Top Quartile leadership scores globally (~200 IT leader peers) in Shell's annual staff survey.
- Improved empowerment for staff to make their own decisions whilst holding them accountable to the outcomes of those decisions.

### Proven Leader of AI & Digital Innovations

- Delivered multiple organizational pilots & transformation programs across global organization & Up Stream business.

### Stakeholder Management / Services Adoption

- Led the business wide adoption of AI-powered Microsoft 365 services; addressed user adoption challenges by delivering actionable insights and showcasing value through automated data extraction use cases, resulting in up to 20%-time savings and improved productivity.

### Dedication to Shareholder Value

- Drove safety & compliance performance while dealing with tight deadlines and business critical projects, helped manage the transition of legacy platforms for Safety (\$2M OPEX savings).

## PROFESSIONAL EXPERIENCE

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### Shell India Market Pvt. Limited, Bangalore • Digitalization Lead (Generative AI & ML) 01/2024 - Present

- Directed enterprise-scale deployment of AI machine vision/Computer vision product to drive simplification on process, identify unsafe behavior and **reduce incidents** by over **30%** through safety observation learnings.
- Established cross-functional teams to drive adoption & delivery of AI-powered solutions and data analytics platforms, improving operational efficiency and saving **\$14 million** per annum.
- Established end-to-end innovation lifecycle to MVP for Generative AI LLM solutions (Azure OpenAI) and M365 AI-Builder (Power Platform) applications for automated document parsing and risk identification, resulting in **\$200K cost avoidance**.
- **Established an AI delivery operating model:** Intake → prioritization → governance → release - aligning product roadmap to measurable OKRs and value realization across global stakeholders.
- **Embedded security & IAM-by-design** into AI solutions by defining role-based access, entitlement reviews, and least-privilege patterns for sensitive document/risk.
- Engaged with global businesses to understand needs, designed tailored AI solutions, and delivered POCs and scalable deployments in a professional services context.

**Shell India Market Pvt. Limited, Bangalore • Product Manager**

06/2016 – 12/2023

- Implemented **portfolio prioritization** and data-driven decision frameworks to sequence delivery by value, risk, and compliance criticality - supporting savings outcomes (\$20M saving - Sphera SaaS Implementation).
- Directed the strategy, planning, and implementation of the Sphera environmental compliance product, saving **\$3M** by reducing technical debt and ensuring compliance.
- Built KPI dashboards and operational reporting to track adoption, process compliance, and performance - enabling continuous improvement and measurable outcomes post-launch.
- Implemented robust quality assurance frameworks to ensure solution reliability and stakeholder satisfaction.
- Owned the product lifecycle from ideation to deployment, including go-to-business planning, stakeholder alignment, and post-launch optimization.
- Defined access governance for platform users (business roles, approval workflows, least privilege) and partnered with IT/security stakeholders to ensure appropriate access controls across global teams.

**IBM and Other Consulting Companies, Bangalore, Sweden • Architect/Consultant**

01/1999 - 05/2016

- Embedded compliance-by-design across ERP implementations - reducing risk of non-compliance and protecting customer experience, supporting “secure and compliant services” positioning & **saving millions of dollars** by avoiding fines/non-compliance and retention of customers.
- Directed **innovation initiatives**, including development of a mobile HR application that improved workforce efficiency by 30%, and creation of reusable design patterns and delivery accelerators.
- Gathered a detailed understanding of the client feedback, principles, and company direction and embedded these in the projects displaying **customer centricity**.
- Ran multi-stream delivery for enterprise products with end-to-end governance (scope, architecture, delivery planning, change control, quality gates), **driving 5 - 10% service cost reduction** and predictable delivery outcomes.
- Acted as a trusted advisor to business and technology stakeholders, integrating user feedback, business rules, and compliance needs into product design - demonstrating strong customer centricity throughout

## EDUCATION

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<b>Post Graduate Program in AI &amp; Machine Learning</b> • Texas McCombs School of Business	09/2023 – 09/2024
<b>Digital Transformation Executive Certificate</b> • IIM Indore, Indore	01/2021 – 03/2022
<b>Bachelor of Arts (Mathematics)</b> • Delhi University, Delhi	06/1995 – 06/1998

## SKILLS

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- **Innovation & Strategy:** Customer Transformation, Product Life cycle management, Strategic Thinking
  - **Technology:** AI/ML, GenAI, Azure, NLP, Machine Vision, MS Power Platform, Python, n8n
  - **Leadership:** Cross-functional Team Leadership, Stakeholder Engagement, Staff Development
  - **Delivery:** Agile/Scrum, Digital Transformation, Program Management, Change Management, Risk Management, Resource Management, Portfolio Management.
  - **Analytics:** Data Analytics, Power BI, Tableau, KPI Dashboards