

RAHUL RAO

India Country Leader | Global Capability Centre and Managed Services | Enterprise Technology

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PROFESSIONAL SUMMARY

India country leader with 17+ years in enterprise technology, HR and finance systems delivery and integration architecture. Built and scaled an India delivery centre from 14 to 80+ people in 24 months, established two offices end to end, and serve as statutory Director of the India entity on the global Senior Leadership Team while sustaining 98% client satisfaction across managed services. Seventeen years spent automating enterprise work, from workflow orchestration and Six Sigma process redesign through test automation to agentic AI systems, and still hands-on: 9 AI applications built and deployed, with open-source contributions to Playwright, FastAPI and Cognee. An uncommon combination for a scaling Global Capability Centre, able to establish the entity, hire and run the delivery organisation, and personally build the automation. Recognised among Top 10 India Country Managers 2023 by CEO Insights India. PGDM, IMT Ghaziabad.

CORE SKILLS

Leadership and operations: Global Capability Centre (GCC) Leadership, India Country Head, Entity Setup and Corporate Governance, Financial Oversight and Audit, Application Managed Services (AMS), SLA Governance, CSAT Delivery, Workforce Scaling, Vendor and Stakeholder Management, Six Sigma and Lean

Enterprise platform: Workday HCM, Workday Integrations, PECO, PICO, Core Connectors, EIB, Workday Studio, XSLT, REST and SOAP APIs, API-Led Integration Architecture, Oracle Fusion Middleware, ServiceNow, Power Platform, Data Governance and Quality

AI and automation: Generative AI, Agentic Systems, LLM Workflow Design, Multi-Agent Orchestration, Model Context Protocol (MCP), Responsible AI and Governance, Intelligent Automation, Test Automation, Python, Playwright, Selenium, OAuth PKCE, n8n, RPA and Low-Code

Cloud: AWS, Oracle Cloud Infrastructure (OCI), Google Cloud Platform, Microsoft Azure, Docker

PROFESSIONAL EXPERIENCE

Country Lead and Head of AMS, India | CloudRock Partners India Pvt Ltd

Mar 2023 to Present | Mumbai, India

- Serve as statutory Director (DIN 10087050) of the India entity, accountable for regulatory compliance, statutory filings, corporate governance, financial oversight and audit. Active member of the global Senior Leadership Team.
- Scaled the India organisation from 14 to 80+ professionals in 24 months across two cities.
- Led end-to-end establishment of the Mumbai headquarters, from location scouting and lease negotiation through IT, security and vendor setup; executed the Bangalore presence including workspace selection, vendor negotiation and appointment of a local Site Leader.
- Lead the India AMS organisation across delivery execution, SLA governance and continuous improvement, sustaining 98% CSAT; serve as primary Account Manager for key enterprise clients, owning relationships, escalations and portfolio satisfaction.
- Drive automation-led support to reduce manual intervention, including guiding internal development of an intelligent ticket allocation tool that replaced a fully manual routing process.

Manager, HR Technology | Star India Private Limited

Dec 2018 to Mar 2023 | Mumbai, India

- Led enterprise Workday HCM and integrations support for India and South-East Asia, directing a team that resolved 7,000+ tickets over three years.
- Represented India and South-East Asia on the Disney Vista global transformation, leading data validation across 700+ files, 7 countries and 23 legal entities, and executing 2,000+ SIT, E2E and UAT scenarios with zero critical defects at go-live.
- Applied Six Sigma to manage 360+ monthly payroll and workforce data loads at zero-defect accuracy; delivered CTC-to-fixed-pay compensation migration, a flexible leave policy and 27 offer letter templates via BIRT.
- Led payroll integration modernisation from legacy PICO to PECO architecture, improving reliability, scalability and downstream compatibility.

Senior Consultant | Capgemini

Jan 2018 to Dec 2018

- Integration Lead on a large-scale enterprise Workday transformation, designing and delivering all integrations from blueprint to go-live, including complex PECO with advanced XSLT transformations.
- Led a two-person team automating the full regression testing suite in Selenium and Java, later expanded to functional scenario coverage.

Consultant | Deloitte

Dec 2014 to Jan 2018

- Progressed from packaged Workday integrations (PICO, Core Connectors, EIB) to complex Studio Integrations, building deep expertise in XSLT transformations, REST and SOAP APIs, and custom integration frameworks across multiple client engagements.
- Built advanced custom reports and calculated fields; automated security permission migration between Workday implementation tenants, improving governance accuracy and deployment efficiency.

Business Analyst | Genpact

Oct 2012 to Dec 2014

- Governed master data for a US pharmaceutical client across Sales Rep, Account, Prescriber and Brand alignment, ensuring downstream analytics reliability.
- Delivered 17 Lean and Six Sigma process automation initiatives yielding estimated savings of USD 45,646 and a 33% reduction in process cycle time. Six Sigma Green Belt (DMAIC).

Systems Engineer | Infosys Technologies Limited

Nov 2007 to May 2010

- Built enterprise data transformation and workflow orchestration on Oracle Fusion Middleware using BPEL, ESB, BAM, XML and XSLT, delivering full SDLC from design through production support.

INDEPENDENT AI PRACTICE (SELF-INITIATED)

Jun 2025 to Present

- Designed, built and deployed 9 AI applications, all publicly verifiable: Sleep IQ (sleep analytics with a safety layer over model calls, on Azure), ReconAI (GST-to-bank reconciliation), Vanguard Co-Pilot (GenAI assistant for FIFA World Cup 2026 stadium volunteers), CodeJudge AI, VoteGuru AI, Carbon Canvas, Care Navigator, NexusHR and BreatheSafe.
- Contributed issues and pull requests to open-source projects including Playwright, FastAPI, Cognee and Webwright.
- Architected and deployed a multi-agent framework with specialised agents under a central command layer, including inter-agent messaging, subagent spawning, tool permissions and a governance database tracking every agent handoff.
- Provisioned and managed cloud infrastructure across Oracle Cloud Infrastructure and AWS EC2 including a full environment migration; configured self-hosted LLM inference using Ollama on OCI ARM64; engineered token usage tracking with spend dashboards and a dual-model routing strategy for cost efficiency.

EDUCATION

Post Graduate Diploma in Management (PGDM), Institute of Management Technology, Ghaziabad, 2010 to 2012, 73.12%
Bachelor of Engineering, Information Technology, St Francis Institute of Technology, Mumbai University, 2003 to 2007, 66.46%

CERTIFICATIONS AND RECOGNITION

Workday HCM | Workday Integrations | ServiceNow Certified System Administrator | ServiceNow CIS Data Foundation (Jun 2026) | Six Sigma Green Belt (DMAIC) | Agents League - Reasoning Agents, Microsoft Foundry (The Global AI Community, Jul 2026). In progress: Google Agent Development Kit, Anthropic, MongoDB Atlas.
Top 10 India Country Managers 2023, CEO Insights India.