

Vivek Issar

Enterprise Technology Programs, Customer Success & Transformation Leader

Customer Success | Cybersecurity & Technology Risk | AI Governance
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PROFESSIONAL SUMMARY

Enterprise technology leader with 25+ years running large client engagements, IT operations, and modernization programs in healthcare, retail, energy, and telecommunications. Carried account-level accountability across multiple engagements totaling nearly \$900M, working directly with SVP and CTO sponsors and with the engineering, infrastructure, security, and vendor teams that do the work.

Known for three things: transformation that lands in regulated, physical environments (hospitals, utilities, 2,200+ retail locations, 75+ countries); quantitative reporting that tells executives the truth early, which kept a \$170M+ account out of competitive tender for six years; and operating models that keep working after handover. Technically fluent across Microsoft Azure, AWS, end user computing, network infrastructure, and IT service management, and credentialed as a PMP and AWS Certified Solutions Architect (Associate), with CISM and ISO/IEC 42001 AI governance in progress. Advises executives as a customer-success partner, governs the security and compliance controls those environments require, and applies the same discipline to AI adoption.

FOCUS AREAS

Customer success & executive advisory: Senior Customer Success Manager on a \$400M+ multi-tower engagement, advising the client SVP and CTO through a full account transition; six years as senior representative on a \$170M+ account that renewed and expanded instead of going to tender; co-authored a three-year roadmap a client adopted as its own and renewed on.

Cybersecurity & technology risk: Zero HIPAA exceptions across a 4,000+ device refresh at 26 healthcare sites; governed NIST and ISO 27001 aligned identity, access, and monitoring controls across a 2,200+ location estate; NERC CIP-aligned utility programs, OT and ICS security knowledge, and a Google Cybersecurity Certificate (CISM in progress).

AI security & governance: Applied perspectives on agent access boundaries, prompt injection, and release and shutdown governance; framework alignment to NIST AI RMF and ISO/IEC 42001, with EU AI Act applicability checks; GenAI Prompt Engineer L2 and Claude Code 101 (ISO/IEC 42001 Lead Implementer in progress).

EXECUTIVE IMPACT

- Nearly \$900M in combined engagement value across six enterprise accounts; \$35M+ in client investment and expansion decisions influenced.
- 16+ years leading enterprise client engagements at HCLTech (2009–2026), including six years on a \$170M+ telecommunications account that renewed and expanded without a competitive tender.
- Multi-year renewals secured with a global retail enterprise (three-year roadmap the client adopted) and a U.S. telecommunications provider (six years without competitive tender).
- Labor cost reductions of 20%+ (healthcare) and 38% (retail) with no SLA degradation; 61% run cost reduction through Azure modernization.
- 4,000+ devices refreshed across 26 hospital and clinic sites in two months with zero defects and zero HIPAA exceptions.
- Field organizations built at scale: 176 technicians across 72 countries, and an 80-vehicle dispatch operation covering 2,200+ locations.
- Regulated delivery record: HIPAA, NERC CIP-aligned utility programs, state weighing scale audit (100% compliance), NIST and ISO 27001 controls.

CORE COMPETENCIES

Transformation & Delivery Leadership: Enterprise program and portfolio leadership; operating model design; service transition; integrated planning, RAID, and stage-gate governance; Earned Value Management (EVM); Agile, Waterfall, and hybrid delivery

Executive & Client Advisory: SVP and CTO advisory; executive and quarterly business reviews; renewal and expansion strategy; business cases and ROI; pursuit and Statement of Work (SOW) support

Technology Risk & Resilience: Governance across HIPAA, ISO 27001, NIST, SOC 2, SOX, and NERC CIP-aligned environments; identity, access, and monitoring control programs; OT and IT boundary awareness; vendor and third-party risk; regulatory audit readiness

Service Operations: IT Service Management (ITSM, ITIL v3); incident, problem, and change governance; SLA and KPI frameworks; global field services and dispatch; multi-vendor SLA management

People & Performance: Building organizations from a standing start; leading managers and team leads across regions; Lean Six Sigma; cost and productivity improvement

TECHNICAL EXPERTISE

Cloud & Infrastructure: Microsoft Azure modernization, Amazon Web Services (Solutions Architect Associate), Desktop as a Service (DaaS), thin client architecture (Dell), data center transformation, LAN/WAN and router replacement

End User Computing & Identity: Windows 10/11 refresh and imaging governance, Microsoft Intune, SCCM, Active Directory, Azure AD, Remote Desktop, Citrix; Dell, HP, Lenovo, and Zebra estates

Service Management & Reporting: ServiceNow, JIRA, MS Project, Power BI, Microsoft 365; EVM metrics (ETC, EAC, SPI, CPI)

Field Operations & Supply Chain: Dispatch routing, GPS fleet tracking, Glovia inventory management, warehouse restocking, in-country procurement

AI & Governance: Generative AI prompt engineering (GenAI Prompt Engineer L2), Anthropic Claude 101 and Claude Code 101, ISO/IEC 42001 AI governance (in progress); working familiarity with the NIST AI Risk Management Framework (AI RMF) and EU AI Act risk tiers

PROFESSIONAL EXPERIENCE

Palindrome Tech LLC

Sep 2026 to Present

Technical Program Manager & Scrum Master · a large telecommunications client, IT Infrastructure Programs

- Partner with client stakeholders on two enterprise IT infrastructure programs in Dallas and Houston, aligning IAM objectives, success criteria, milestones, and dependencies across client and delivery teams.
- Run sprint planning and story pointing for a cross-functional delivery team building identity, access, and infrastructure capabilities across both programs.
- Facilitate retrospectives and iteration reviews for security and compliance workstreams implementing identity, access, and monitoring controls aligned to NIST and ISO 27001.
- Run engagement cadence, status reporting, and risk tracking that surface adoption blockers and dependencies early and translate client priorities into delivery plans.

HCLTech | Dallas, TX

Mar 2025 to Jul 2026

Senior Customer Success Manager · a Texas health system, \$400M+ multi-tower engagement, 26 sites

- Mobilized a 4,000+ device refresh across 26 hospital and clinic sites within two months of account takeover, sequencing on partial site data and correcting in flight; closed with zero defects and zero HIPAA exceptions while live support continued.
- Advised the client SVP and CTO through a full account transition, converting delivery data into board-ready reporting and raising risk before it became escalation.
- Instituted a transition governance framework for knowledge ownership, workflows, and escalation paths that cut onboarding and transition time by about nine days across every tower.
- Governed \$7M+ in program spend with EVM, variance analysis, and capacity forecasting; dashboards in ServiceNow and MS Project reported verified status, not favorable status.
- Redesigned the end user service model with engineering leadership, removing 20%+ from the labor cost base with no Service Level Agreement (SLA) degradation and an annual dollar savings of over \$2.4M.
- Led and coached three Global Tower Managers and five Program Managers through a shared performance cadence for a total delivery headcount of over 400 resources (onsite, offshore, and nearshore).

HCLTech | Dallas, TX

Apr 2024 to Mar 2025

Technical Programs & Account Manager · a global retail enterprise with 2,200+ locations in the U.S.A., \$110M portfolio

- Co-authored a three-year cloud and infrastructure operating model roadmap with client executive leadership; the client adopted it as its own plan and renewed on it.
- Built an 80-vehicle field service operation outside contracted scope across 2,200+ locations: dispatch and routing, GPS tracking, Glovia-tracked warehouse restocking, and tiered P1/P2 defect resolution. Outcome: hardware ticket volume down approximately 35–38% month over month (roughly 100–120 of ~300).
- Cut the support labor cost base 38% through operating model redesign while absorbing material scope expansion with zero SLA degradation.
- Influenced \$15M+ in client investment decisions through cost-benefit modeling and performance benchmarking presented to C-suite stakeholders.
- Delivered state-regulated weighing scale recertification through formal government audit at 100% completion, with no trade suspension at any point of sale.
- Governed NIST and ISO 27001 aligned identity, access, and monitoring controls across the 2,200+ location estate with security and compliance teams.

HCLTech | South Boston, VA

Jun 2023 to Apr 2024

Technical Programs & Account Manager, North America & LATAM · a global energy company, \$75M cloud and infrastructure program

- Orchestrated a multi-country Desktop as a Service (DaaS) rollout for over 11,000 users across 9 countries in the Americas region, owning discovery, country sequencing, pilot validation, cutover, and stabilization while engineering teams built the hosted platform.
- Protected the schedule when 210 endpoint devices bound for Brazil went missing in transit by moving Brazil to the end of the sequence and recovering the shipment in parallel.
- Standardized cloud delivery and automation frameworks across two regions on Azure and AWS, raising engineering productivity 34% and service reliability 15%.
- Traced recurring configuration drift to a provisioning assumption left unexamined for three years and removed it at source.
- Built working knowledge of operational technology (OT) and industrial control system (ICS) security within weeks and advised leadership on modernization sequencing and risk concentration.

HCLTech | Chesapeake, VA

Mar 2017 to Jun 2023

Technical Programs & Account Manager · a U.S. telecommunications provider focused on the eastern market, \$170M+ portfolio, six-year engagement

- Served as primary point of contact and senior HCLTech representative on a \$170M+ telecom portfolio for six years; the account renewed repeatedly and expanded rather than going to competitive tender.
- Modernized infrastructure on Microsoft Azure with embedded security controls, cutting run cost 61% while improving utilization and audit readiness.
- Migrated the call center desktop estate to Dell thin client architecture, simplifying endpoint support and saving over \$1.2M in CAPEX and about \$400K in OPEX.
- Built the account delivery model from inception (sprint cadence, backlog governance, change control, risk registers, health scoring), improving operational efficiency 45%; it remained the account standard after handover.
- Ran quarterly executive reviews on unfiltered performance data, disclosing delivery misses before the client found them, and influenced \$20M+ in service expansion through cost modeling and SLA analytics.

HCLTech | Racine, WI

Oct 2015 to Feb 2017

Global Programs & Delivery Head, Field & End User Services · a global FMCG enterprise operating in 72 countries, \$85M portfolio

- Built a global field and end user services organization from a standing start across 72 countries: four Operations Managers, eight Team Leads, and 176 technicians across APAC, EMEA, and the Americas.
- Reduced incidents 35% by modernizing ITSM practices and making escalation low barrier at every level.
- Re-architected a seven-country router replacement around local import restrictions into in-country procurement; deployment finished with no shipment held at any border.
- Owned an \$85M end user computing portfolio, including its security governance, improving cost margins 15% and workforce productivity 20% with Lean and Six Sigma.
- Set vendor SLA and regional escalation standards and contributed the staffing model behind a bid that expanded global scope.

Technical Program & Delivery Manager · an electric utility provider in Texas, \$50M portfolio

- Directed a \$50M infrastructure modernization portfolio spanning data center transformation, multi-site network rollouts, and field technology deployment under NERC CIP-aligned obligations.
- Found 34% waste across provisioning and lifecycle management by working from raw utilization data, the largest single cost recovery of the engagement.
- Secured \$2M in incremental investment on first submission after pressure-testing the business case with the two executives most likely to oppose it.
- Wrote dispatch and escalation protocols from structured tracking data, improving first-call resolution by 30% and reducing repeat incidents by 66%.

Earlier Career | India

- **Quattr Business Solutions**, Sr. Technical Lead (Oct 2008 to Sep 2009): supported pre-sales and post-sales engagement for an internet security product across enterprise and SMB clients.
- **British Telecom**, Technical Consultant (May 2006 to May 2008): pre-sales advisory and post-sales support for network equipment, and managed services delivered through joint offerings with Yahoo and Symantec.
- **Genpact**, Technical Consultant (Oct 2005 to May 2006): supported claims auditing and approval workflows, maintaining data integrity and process compliance.
- **Hayat International**, Sr. Application Developer (Jul 2001 to Jun 2003): built export management applications that automated documentation, shipment tracking, and compliance workflows; earned Microsoft Certified Professional (MCP) and Microsoft Certified Solution Developer (MCSD).

AI SECURITY & GOVERNANCE: APPLIED PERSPECTIVES

How access-control, modernization, and governance experience from prior programs applies to AI adoption.

- **Agent and tool access boundaries:** extend least-privilege and identity governance to AI assistants and agents: scoped credentials, read-only defaults, separation of advisory and administrative actions, and human approval for high-impact changes.
- **Data exposure and prompt injection:** treat public-facing and internal AI workflows as separate trust zones, test for prompt injection before release, validate tool calls, and keep confidential data out of model context unless a control requires it.
- **Framework alignment:** map AI use cases to NIST AI RMF functions and ISO/IEC 42001 controls, check EU AI Act applicability for multi-country operations, and name an accountable owner for each system.
- **Release and shutdown governance:** carry stage-gate and cutover discipline into AI releases: read-only pilots, agreed evaluation criteria, audit logging, rollback, and a tested shutdown path before production access.
- **Compromise and recovery readiness:** plan for a compromised AI account the way infrastructure programs plan for incidents: MFA coverage, fast access revocation, segmented integrations, and rehearsed recovery.

EDUCATION

Bachelor of Engineering, Computer Engineering | The Institution of Engineers, India

CERTIFICATIONS

Project Management Professional (PMP) | AWS Certified Solutions Architect (Associate) | ITIL v3 Foundation | Agile Scrum Master (EXIN) | Six Sigma Green Belt | Lean IT | Scrum Fundamentals Certified (SFC) | Google Cybersecurity Certificate | GenAI Prompt Engineer L2 | GenAI Foundation | Claude 101 and Claude Code 101 (Anthropic) | MCP | MCSD

In progress: CISM | ISO/IEC 42001 AI Governance Lead Implementer | AWS Certified AI Practitioner