RUCHIR SAURABH
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EXECUTIVE SUMMARY

Operations Architect with 20+ years of experience building the governance structures required to scale complex, asset-heavy ecosystems. I bridge the gap between strategic intent and operational reality for Fortune 500 conglomerates (Reliance Jio, Tata Group).

Currently orchestrating the operational roadmap for high-velocity digital infrastructure, where I have **operationalized 12,000+ distributed assets** and enabled **₹132 Cr in Annual Recurring Revenue (ARR)**. My expertise lies in designing "Deterministic Architectures"—rules-based decision engines that allow organizations to scale partner ecosystems (23+ strategic vendors), reduce cycle times by 70-80%, and maintain strict statutory compliance.

CORE COMPETENCIES

- **Scale Operations:** Distributed Infrastructure Management (12k+ locations), GTM Execution.
- **P&L Impact & Financial Stewardship:** Unit Economics Optimization, Capital Allocation Models, Cost Reduction (50%).
- **Governance:** Regulatory Compliance, Risk Frameworks, Audit Trails, Partner Governance.
- **Transformation:** Process Re-engineering (Lean/Six Sigma), Cycle Time Reduction, KPI Definition.
- **Tech-Ops Bridge:** Neuro-Symbolic AI Strategy, Workflow Automation, No-Code/Low-Code Operations.

PROFESSIONAL EXPERIENCE

RELIANCE JIO INFOCOMM LIMITED I Mumbai, India
National Head I Strategic Market Planning & Operational Governance (Apr 2022 – Present)

Leading a federated team (Direct & Partner) and orchestrating a partner ecosystem of 23+ strategic vendors to execute national infrastructure rollouts.

- **Scale & Revenue:** Operationalized GTM strategies enabling **₹132 Cr in ARR**. Managed readiness for **12,000+ network locations**, ensuring 100% adherence to operational SLAs and statutory standards.

- **Operational Architecture:** Redesigned the "Service Fulfilment Architecture," eliminating process bottlenecks and compressing delivery timelines by **80%**.

- **Algorithmic Governance:** Deployed a rules-based decision engine for partner allocation, replacing manual heuristics. This reduced cycle time by **70%** and created an immutable audit trail for enterprise risk management.

- **Ecosystem Orchestration:** Established the governance framework for a cross-functional workforce, aligning incentives across **23+ external partners** to deliver standardized quality at national scale.

Business Lead | Enterprise Infrastructure & Commercial Strategy (Feb 2019 – Mar 2022)

- **Capital Efficiency:** Engineered multi-partner commercial frameworks that reduced asset acquisition costs by **50%**, significantly optimizing unit economics across the deployment pipeline.

- **Predictive Planning:** Designed a data-driven capital allocation model to rank a **2,000-site pipeline**, shifting the organization from "gut-feel" deployment to ROI-based planning (improving capital efficiency by 5%).

- **Commercial Strategy:** Negotiated and operationalized complex contracts with a diverse mix of vendor partners, balancing cost control with speed-to-market.

Program Lead | Strategic Rollout & Risk Governance (Mar 2015 – Jan 2019)

- **Risk Frameworks:** Built "License-to-Operate" governance frameworks for **1,700+ distributed nodes**, ensuring uninterrupted execution in a highly regulated statutory environment.

TATA TELESERVICES LTD | Mumbai, India

Lead | Business Strategy & Transformation PMO (Sep 2012 – Feb 2015)

- **Institutional Architecture:** Architected the Enterprise Business Unit's first formal **Transformation PMO**, defining governance charters for all strategic change initiatives.

- **Customer Retention:** Led a root-cause analytics program that removed operational friction points, directly reducing customer churn by **22%**.

- **Service Excellence:** Redesigned delivery workflows to align with retention goals, improving CSAT scores by **8%**.

TATA COMMUNICATIONS | Mumbai, India

Manager | Business Excellence & Process Integration (Apr 2010 – Aug 2012)

- **Post-Merger Integration:** Established the Business Excellence function from scratch, leading the operational integration of group company assets.
- **Lean Operations:** Executed "Lean" re-engineering across Retail/SME units, slashing Order-to-Cash cycle time by **33%**.

EARLIER CAREER

- **Tech Mahindra:** Senior Process Architect (Business Process Management) – Defined "Order-to-Cash" architecture for greenfield digital operators.
- **Wipro Consulting:** Consultant (IT Planning & Governance) – Led strategic IT consulting for global manufacturing clients.
- **Airtel:** Engineer (Technical Operations) – Foundational experience in large-scale network infrastructure.

EDUCATION & CREDENTIALS

- **MBA (Systems & Finance)** | Symbiosis International University (2006)
- **Bachelor of Engineering (Electronics & Comm)** | Bangalore University (2001)

PUBLICATIONS & THOUGHT LEADERSHIP

- **Book:** *The Performance of Self* (Available on Amazon) – A guide to authentic leadership in the modern age.
- **Strategic Insights:** Author of *"The Governance Moat: Why 'Boring' Operations Will Win the AI War"* and *"Synthetic Data Economies"* (Available at https://ruchirsaurabh.com/the-governance-moat).