

# Raghunandan Reddy

## Summary

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Sociologist and Management professional with 19+ years of corporate experience and about two years of academic experience. Corporate experience includes program management and project management of organization wide change initiatives related to improving process and people capabilities, to deliver superior outcomes in productivity, employee satisfaction and customer satisfaction in IT and BPO industries. Executed process-consulting assignments in US, South Africa, South Korea and UK. As department head, process change manager as well as external consultant, managed stakeholders internally and externally, across all levels of the organization, in a multicultural environment, for leading organization wide change initiatives. Taught undergraduate and graduate courses in Sociology for University students. Conducted social research using Institutional Ethnography. PhD Sociology from Indian Institute of Technology Kanpur. Doctoral research focussed on examining how work practices and managerial discourses reproduce and sustain gendered organization, using Institutional Ethnography research framework, in an IT services organization in India. Published three research papers in SCOPUS and ABDC B ranked international journal.

## Education

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- PhD Sociology, Indian Institute of Technology Kanpur, 2016 – 2020 (Coursework CGPA: 9.67 / 10)
- MA Sociology, Indira Gandhi National Open University, Bangalore, 2014 (58%)
- Graduateship in Industrial Engineering, Indian Institution of Industrial Engineering, New Delhi, 2001 (61%)
- Diploma in Mechanical Engineering (DME) (12<sup>th</sup> Class Equivalent), Government Polytechnic College Mahabubnagar, Andhra Pradesh, 1991 (73.5%)
- SSC (10<sup>th</sup> Class), ZPP High School, Bomraspet, Mahabubnagar Dist., Andhra Pradesh, 1987, (80.8%)

## Others

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- UGC NET Sociology , 2014
- Executive Post Graduate Diploma in International General Management, Indian Institute of Foreign Trade, 2010 (CGPA 2.8 / 4)

## Awards

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- IIT Kanpur Research Fellowship
- Winner of Highly Commendable Paper Award (Literati Award) of Emerald Publishing for 2020 for the paper *Hegemonic Masculinity or Masculine Domination: Toward a Comprehensive Social Theory of Gender*.

## Publications (from thesis)

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1. Reddy, R., Sharma, A. and Jha, M. (2019), "Hegemonic masculinity or masculine domination: Toward a comprehensive social theory of gender", *International Journal of Sociology and Social Policy*, Vol. 39 No. 3/4, pp. 296-310. <https://doi.org/10.1108/IJSSP-08-2018-0133>
2. Reddy, R. (2019), "Liberal gender equality and social difference: an institutional ethnography", *International Journal of Sociology and Social Policy*, Vol. 39 No. 9/10, pp. 680-694. <https://doi.org/10.1108/IJSSP-06-2019-0114>
3. Reddy, R., Sharma, A. and Jha, M. (2019), "Gendered labour process: Exploration in an information technology services organization in India", *International Journal of Sociology and Social Policy*, Vol. 39 No. 9/10, pp. 831-850. <https://doi.org/10.1108/IJSSP-07-2019-0144>

## Conference Presentations

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GWO 2021: 11<sup>th</sup> Biennial International Interdisciplinary Conference, 30th June -2nd July, 2021, Virtual Conference (Organized by the 'Gender, Work & Organization' Journal – A Wiley Publication); University of Kent, Canterbury, UK.

1. *Workplace Bullying: The problem That Has No Name*

GWO 2018: 10<sup>th</sup> Biennial International Interdisciplinary Conference, 13th-16th June, 2018, Sydney (Organized by the 'Gender, Work & Organization' Journal – A Wiley Publication); Macquarie University Sydney, Australia

1. *Hegemonic Masculinity or Masculine Domination: Toward a Comprehensive Social Theory of Gender*
2. *300 Years and 3 Waves Later: Liberal Equality and Social Difference*

## Experience

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### **Asian University for Women, Chattogram, Bangladesh**

Aug 2021 – to date

Assistant Professor of Gender Studies

- Undergraduate Courses: Social Inequality, Business Ethics, Understanding Society

### **Auro University, Surat**

Jan 2019 – Nov 2020

Assistant Professor of Sociology

- Undergraduate and Graduate Courses: Sociology of Gender, Gender & Society, Introduction to Sociology; Classical Sociological Theory; Contemporary Social Theory; Sociology of Work & Organizations and Social Stratification in the School of Liberal Arts & Human Sciences, School of Business, School of Journalism & Mass Communication and School of Law.
- Designed BA / BA Hons. Sociology Program Curriculam

### **Indian Institute of Technology Kanpur, India**

July 2016 – March 2020

Research Scholar - Sociology, Department of Humanities and Social Sciences

### **[24] 7, Bangalore, India**

Mar 2011 – Jul 2015

Assistant Vice President (Head) – Program & Resource Management

- Program Management Function for India Region – Process Migrations and Capacity Management, through a team of project managers
- Business Transformation Initiatives for India Region for all business processes (forecast to fulfillment, offer to operations, follow to lead and issue to improvement process steams) through a team of business transformation consultants
- Program Management of end-to-end execution framework implementation
- Program management of organization-wide employee engagement initiative

#### Key Achievements

- Client process transitions worth USD 10 MN
- Organization wide employee engagement initiatives
- Organization wide BPM initiative
- Hiring process improvement initiatives & assessment center

### **Microland Limited, Bangalore, India**

Nov 2009 – Dec 2010

Senior Manager- Quality

- Corporate Quality, Operations Quality and Transition Functions
- Quality initiatives and quality certifications

- Client Management related to all aspects of Process, Quality and Transitions
- Mentoring Improvement Projects

#### Key Achievements

- Established quality function for the Technical Support Business
- Established transition function for the Technical Support Business

### **Infotech Enterprises Limited, Noida, India**

Feb 2009 – Oct 2009

#### Senior Manager - Quality

- Corporate Quality, Operations Quality and Process Training Functions for Noida Center for Strategic Accounts
- Quality initiatives and quality certifications
- Client Management related to all aspects of Process, Quality and Training
- Mentoring Improvement Projects
- Operational Excellence Champion for the Center

#### Key Achievements

- Successfully facilitated achievement of Supplier Certification

### **24/7 Customer Pvt.Ltd, Gurgaon & Bangalore, India**

Apr 2004 – Mar 2005; Jul 2007- Sep 2008

#### Senior Manager - Quality

- Corporate Quality, Operations Quality and Compliance for a Strategic Account as Center Head – Quality for Gurgaon Operations through a team of Process Analysts and Quality Analysts
- Client Management for all aspects related to Process Management, Operations Quality and Compliance

#### Key Achievements

- Established Corporate Quality and Operations Quality Function for the Center
- Established Process Management System for managing the Client's Inbound Customer Service Operations
- Established Call Quality Monitoring and Calibration Systems
- Implemented Programs & Projects aimed at achieving the Customer Satisfaction Scores
- Supported the Client in redefining the Transactions / Call Quality Monitoring and Feedback System
- Facilitated implementation of Corporate Quality Management System as per ISO 9001, COPC and eSCM at the Center

#### Manager – Quality

- Managing Corporate Quality Initiatives for 24/7 Customer Bangalore Operations through a team of Process Analysts

### Key Achievements

- Designed and facilitated the implementation of the framework for 24/7 Management System, based on ISO 9001, COPC and eSCM
- Designed and implemented an Integrated Internal Audit System
- Facilitated establishment of Work Flow Management System for Support Processes
- Process definition support for a key program transition

### **Satyam Computer Services Ltd., Bangalore, India & San Jose, US**

Mar2005-Jul 2007

#### Lead Consultant - Quality

- Providing On-site Consulting Services to Clients of Satyam through both model and non-model based interventions

#### Key On-Site Consulting Engagements & Achievements

- Cisco Systems, San Jose CA, US: Business Continuity Management - Program Management, Policy Development, and Facilitation of Business Continuity Framework implementation for Global Business Processes (R & D, Marketing, Sales, Manufacturing and Customer Support)
- Caterpillar, Peoria IL, US: Transition Management - Transition Process Definition and Planning for transition of Critical Manufacturing Application Portfolio from Caterpillar US to Caterpillar Brazil
- Government Health Organization, Polokwane, South Africa - IT Disaster Recovery Planning and Process Development
- Dongbu Information Technology Company, Seoul, South Korea: Enterprise-wide Process Management Framework development integrating Application Development and IT Service Management Processes, including developing the Quality Management System Processes
- In addition, involved in various internal projects related to Process Improvement and Assessment at both Satyam and Nipuna (Satyam BPO Operations) including Practice Development Initiatives such as New Service Offering Development and Sales Collateral Development

### **Vedaris Technology Private Ltd., New Delhi, India**

Apr 2000 – Jul 2003

#### Manager - Business Process Group

- Manage the Quality Initiatives as well as Quality Function of the Company at both New Delhi and London locations through a team of Software Quality Analysts and Process Analysts
- Facilitation for Quality Management System Implementation, Maintenance and Improvement
- Facilitate Process Definition by all Functions and Business Groups
- Training all employees at all levels on Quality Management System Standards
- Organizing and Conducting Internal Quality Audits. Organizing Management Reviews

#### Key Achievements

- Successfully established the Quality Management System as per ISO 9001:2000 at both Delhi and London locations of Vedaris for Software Development and Support Operations

## **Independent Consultant, New Delhi, India**

Dec 1997–Apr 2000

- Provided consulting services to organizations in diverse industry segments such as Computer Manufacturing, Computer Education, Power Electronics, Telecom Products. Digitization Services, Customer Support, Chemicals Manufacturing and Light Engineering) for successfully establishing ISO 9000 based quality management systems and subsequent certification by Certifying Agencies

## **Unicorp Industries Limited, New Delhi, India**

Aug 1995– Dec 1997

### Engineer – Quality Assurance

- Facilitation for Quality Management System Implementation, Maintenance and Improvement
- Facilitate Process Definition by all Functions and Business Groups
- Training all employees at all levels on Quality Management System Standards
- Organizing and Conducting Internal Quality Audits. Organizing Management Reviews

### Key Achievements

- Successfully facilitated achievement of ISO 9001 Certification for Computer Manufacturing and Customer Support Operations within 1 year across all key locations of Unicorp

## **Personal**

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