



## Vase Sarmah

To craft a service organization powered by technology that is recognized as a differentiator in providing most efficient solutions to customer problems and enhancing customer experience.



### Professional Summary

A technology service leader with 15+ years of global experience in multi-national firms. A specialist in building and leading operations with remote (and/or local) teams across different geographical regions in matrix or non-matrix organizations. Expert in strategic planning to transform business needs into technical solutions and liaising between Business and IT. Proven track record for standardizing business processes/services to create maximum value in compliance with organizational mission, vision and values. An excellent communicator, who ensures collaboration at all levels; is extremely results driven and prioritizes on building reciprocal relationships.

#### Lifion by ADP, Canada

Oct 2019 – Till date

##### Global Operations Leader

As I am working on building the organization, the key focus is to drive global operational expansion of Lifion across NA/EMEA/APAC for improved strategic positioning and better customer service.

#### ADP, Canada

2016 – 2019

##### Global Service Manager, Engineering and Technology Solutions

Liaison between IT Services and Business by using technology to solve business problems. IT Services' management of services - this requires standardization of IT Services' business processes to ensure maximum value creation for the customer and making them measurable to ensure targeted results are achieved. Managing the Operations team (based in 6 countries across the globe) to serve multinational clients and handle escalations (business and non-business hours) to ensure highest quality customer satisfaction. This role also requires ensuring client service level agreements and commitments are met at a timely and efficient manner.

### Past Experiences

**Maidenform/Under Armor, USA** in Tech Ops Management

**Sony, USA** in Tech Ops Management

**Accenture, USA** in Technology Management

**SAP AG, Germany** in Technology Administration

### Areas of Expertise

- Leading organizations on Business Readiness by building and implementing Operational/Service and Support models.
- Facilitating transformation of organizations to become more technology focused to increase bottom lines savings
- Governance at Boards for Not-for-Profit organizations.

### Education

- Executive MBA (Dean's List Awardee), Rotman School of Management, University of Toronto
- Bachelor of Technology in Information Technology, IIT, Kolkata, India.

### Board & Other Memberships

- Achév – Director of the Board and Vice Chair of Governance and Nominating Committee, & Finance and Audit Committee.
- Canada India Foundation – Governor of the Board
- International Women's Inclusion Network (iWIN) ADP – President & Regional Director, Canada.
- Rotman Operations Management Association – guest speaker for Annual Industry Night Event'19
- Corporate Executive Board – Member and participant of various leadership programs.
- World Vision – Active member and child sponsor in Malawi, Africa.
- Junior Achievement – Org. committee member