

SUBBU VISWANATHAN

LIFE SCIENCES TECHNOLOGY LEADER

CONTACT



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EDUCATION

MBA | General Management

Arizona State University – W.P. Carey
June 2014

B.S. | Bio-Engineering

UC San Diego – Warren College
June 2006

ABOUT ME

HARDWORKING

A “whatever it takes” attitude to get the job done

CUSTOMER FOCUSED

I strive to exceed expectations

POSITIVE

Anything is possible with the right mindset

PASSION FOR UI/UX

Systems should be easy to use and data easy to read

OPTIMISTIC

Challenges are opportunities in disguise

PROFESSIONAL PROFILE

Inspiring, influential and action oriented IT & Analytics professional with deep life sciences domain expertise. Experience includes end to end delivery of medium to large scale enterprise systems in both the regulated and non-regulated medical device and pharmaceutical industry. As a transformational growing leader, I pride myself on my ability to quickly understand business challenges, identify opportunities for change and translate them into actionable IT strategies driving client success. I do this by constantly challenge the status quo while seeking to incorporate a multi-faceted approach of **people, process and technology** when it comes to delivering business results.

EMPLOYMENT HISTORY

AMGEN | Director, Global Medical Operations

Thousand Oaks / August 2017 – Nov 2017

Leadership role with accountability to support the entire Global Medical Affairs business unit with their systems and reporting tools. This role defined and designed the technology roadmap aligned to support the Global Medical goals with an annual budget of \$5M across 6 work streams.

- Led a team of 10 staff members in Thousand Oaks and Zug, Switzerland as well as 5 contractors with both business operations and systems expertise.
- Led decision making team on 3 technology selections through the Request for Proposal (RFP) process in the CRM, Web CMS and Publication Management space.
- Designed the organizational structure for the newly centralized operations team to support the US, Europe, JAPAC and InterContinental regions.
- Established a new technology operating model to facilitate more efficient communication between IT and the business using a hybrid Agile approach.
- Defined a decision-making framework and governance model to prioritize the product backlog.

AMGEN | Sr. Manager, Global Medical Information Systems

Thousand Oaks / July 2015 - August 2017

Senior Manager role focused on IT execution and delivery of cross functional applications ranging from CRM and content management to executive reporting. Primary responsibilities in addition to program management include providing strategic guidance in selecting the right technologies for the Global Medical team with an eye towards cloud hosted SAAS solutions.

Specific responsibilities continue on the next page:

EXPERTISE

PROGRAM
MANAGEMENT



ANALYTICS &
REPORTING



CHANGE
MANAGEMENT



CRM &
WEB CMS



MOBILE &
CUSTOM DEV



AGILE



TECHNOLOGY

CUSTOMER RELATIONSHIP MANAGEMENT

Veeva | Microsoft Dynamics | Salesforce

DOCUMENT MANAGEMENT & WORKFLOW

Veeva Vault | EPIC | SharePoint

REPORTING & ANALYTICS

Tableau | Microstrategy | Cognos | Spotfire

SYSTEMS TRAINING

Walk-ME | Camtasia | Custom Digital Videos

PROJECT MANAGEMENT

Microsoft Suite | Asana | Smartsheets

ACHIEVEMENTS

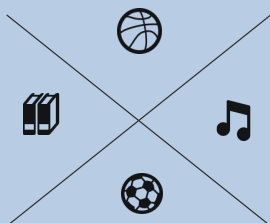
GREEN BELT CERTIFIED

Six-Sigma and Lean Manufacturing

TOP PERFORMER

3 Promotions in 6 Years

INTERESTS



EMPLOYMENT HISTORY (CONTINUED)

AMGEN | Sr. Manager, Global Medical Information Systems

Thousand Oaks / July 2015 - August 2017

- Led a team of 7 Full-Time Staff and 10-15 contractors.
- Defined a technology roadmap and influenced key decision making on replacing legacy systems and moving to the industry standard platforms such as Data Vision & Salesforce.
- Successfully completed an Amgen Full Potential initiative over 18 months and \$3M to consolidate disparate workflow systems into a single global Veeva Vault solution.
- Improved the publications system functionality by implementing 4 system stops to ensure users are unable to proceed down the work unless their publications are "cleaned up".
- Deployed Veeva CRM as a KOL management solution for the Field Medical teams.
- Implemented "alert" reports across several systems to eliminate the need for manually created reports by using MicroStrategy bursting capabilities.
- Conducted a reporting rationalization effort to reduce the reporting footprint and time to delivery by 25%.
- Successfully reduced the reliance on PowerPoint for meetings to self-service and storyboarding using Tableau's native functionality.

AMGEN | Manager, Global Medical Reporting & Analytics

Thousand Oaks, CA / May 2011 – July 2015

Led a team of analytics professionals to establish the foundation for Global Medical reporting capability which served 2000+ users across the globe.

- Led a team of 10 developers, testers and business analysts to setup 4 global data warehouses, a self-service analytics framework and the first in medical executive reporting.
- Delivered first at Amgen predictive analytics capability with 90% accuracy for medical information call center staffing metrics.
- Developed a highly efficient process to manually maintain the system list of values to an automated excel based platform saving the team over \$200k per year.
- Revamped end to end quality monitoring process for 3 business functions using Informatica and its native write back capabilities.
- Setup the first cross functional reporting dashboard to track product complaints, adverse events and medical information requests in a single dashboard.

MEDTRONIC | Manufacturing Engineer

Northridge, CA / Dec 2007 – May 2011

Entry level manufacturing role supporting a clean-room glucose sensor manufacturing line which produced 100,000 glucose sensors a month.

- Project lead for developing a GMP regulated electronic device history record data capturing tool for the Glucose Sensor Manufacturing Line.
- Interviewed Subject Matter Experts to define business objectives and project vision.
- Gathered business requirements by driving customer group meetings and working with cross-functional development teams to author Business Requirements Document (BRD).
- Single point of contact for end users to solicit their feedback and logged defects for development team to fix.
- Worked on change management plans and adoptions strategies with leadership.
- Developed User / Training Manuals for end users.