

SUNIL IYER

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SENIOR MANAGER

Results-driven leader specializing in **AI adoption, customer success, and enterprise digital transformation**. Passionate about leveraging AI, **responsibly**, to transform customer engagement, mitigate risk, and drive measurable business impact.

Key Qualities:

- Consistently led **effective project planning and delivery** to complete within defined budgets and timelines.
- Key strategic partner for Go-To-Market initiatives, **leading joint product demonstration with vendors** and integrators.
- Launched **AI-driven use cases** and built scalable frameworks to **enhance enterprise adoption and reduce errors**.

CORE EXPERTISE

+ Research & Strategic Planning	+ Quality Assurance & Risk Management	+ Team Leadership
+ Program & Change Management	+ Data Analytics & Reporting	+ AI Ethics & Governance
+ Project Management	+ Client & Stakeholder Management	+ Waterfall & Agile Methodologies

PORTFOLIO

www.suniliyer.ca

Projects include a full-stack financial dashboard, a privacy-first AI analysis tool, an AI parody comic strip and AI Governance learning paths.

PROFESSIONAL EXPERIENCE

Shift Technology | Toronto, ON

July 2024 – Present

Senior Manager - Customer Success/Solution Consulting

Fostering long-term enterprise relationships, driving customer growth, AI adoption, and strategic expansion. Implemented data-driven engagement models, optimized solutions, and aligned teams to enhance customer retention and maximize business impact.

- Designed an executive engagement model, conducting **bi-monthly** strategy sessions. Maintained **100% client retention** and increased **CARR by 20%**.
- Partnered with Data Science and Delivery teams to launch **seven** new AI-driven use cases. Increased **loss avoidance by 200% annually** across key accounts.
- Built a health monitoring system analyzing **100+ data points** monthly to track adoption. Secured **multiple case studies and executive testimonials**.
- Led **three** cross-functional initiatives with Sales, Product, and Engineering to enhance post-sales support. Standardized a **scalable feedback mechanism**, reducing errors by **20%** across multiple clients.

Ernst & Young LLP | Toronto, ON

May 2014 – Apr. 2024

Senior Manager

Delivered client consultation on business strategy, change management, and process improvement and re-engineering. Executed agile projects to resolve complex challenges by addressing varying pain points and roadblocks simultaneously.

- Oversaw **\$30M+ in client engagements** focused on driving strategy implementation and process improvement, as well as building technology roadmaps.

- **Optimized off-the-shelf AWS Cloud Based SaaS solution**, delivering highly insightful data analytics services for a large organization; ensured senior leadership access to the most recent and accurate business intelligence.
- **Responsible for over \$8M in new client acquisition wins** by successful demonstration of multiple solution capabilities towards prospective clients and coordinating GTM strategy with the sales team and alliance partners for future wins.
- Launched four new services specific to Canadian region by engaging industry experts to identify appropriate application adoptions, generating **\$1M+ in sales with projected growth of \$5M to \$10M** over course of five years.
- **Recognized as trusted advisor** to guide clients through digital transformation journey while ensuring **compliance with legislative requirements**; navigated process limitation while maintaining integrity.
- Collaborated with **internal stakeholders to integrate AI governance principles** into project development and deployment, developed matrices to track effectiveness of governance initiatives.

Manager

Oct. 2016 – Sep. 2020

Generated solutions for business problems in financial services around General Ledger Management Funds Tracking and Payment Processing Benefit Calculation for **over \$20M daily transactions**. Fostered positive team environment with emphasis on mutual respect to raise morale; coached team members with constructive feedback to elevate overall performance.

- Overhauled health insurer's claim process to **improve direct pay and eliminate redundancies**, ensuring appropriate regulatory compliance and **increasing customer satisfaction (NPS) rating by 20%**.
- Designed and implemented **\$10M cloud-based solution** for comprehensive end-to-end system transformation of highly regulated Worker's Compensation Insurance provider to enhance interactions with consumers, partners, and vendors.
- Headed **large-scale agile digital transformation project** involving deliverables in visioning, persona creation, customer experience journey mapping, wire-framing, and user story creation.
- Adjusted Key Performance Indicators (KPIs) to include metrics on productivity, knowledge gaps, and workload, allowing early identification of upskilling and corrective actions required to improve results.

Senior Consultant

May 2014 – Sep. 2016

Directed team of 20 in providing QA services at one of Canada's largest insurance providers. **Managed revenues exceeding \$20M** for successful multi-year technology transformation implementation.

- **Optimized off-the-shelf SaaS solution** to deliver customized solutions for improving process efficiency, automated client processes with focus on overall integrity.
- Executed testing process to increase quality while decreasing delivery turnover time by two months, **reducing \$250K in project costs**; established best practices for future engagements.
- Prepared white paper on global banking transformation to analyze impact on revenue following implementation of technology transformation initiative.

ADDITIONAL EXPERIENCE

Project Analyst / Senior Software Engineer / Software Engineer | *Infosys Ltd.* | USA, Canada & India **June 2006 – June 2012**

EDUCATION

Master of Business Administration | *University of Toronto* | Toronto, ON

Bachelor of Science in Technology | *Anna University* | Chennai, India

TECHNICAL TOOLS

GCP | Hybrid Cloud | Gen AI | Value Selling | SaaS | Project Management Tools | Microsoft Office Suite | Python | Next.js |
Flask | PostgreSQL | Local LLM | REST APIs