



Professional Bio Vishnu Muthiah

How I Solve Complex Business Problems

Throughout my career I've developed a consistent approach to driving business value by combining analytical rigor, cross-functional collaboration, and a bias for execution

Traits for Success	My Experience
Analytical Rigor - I've built defensible financial models that facilitate operating model decisions on revenue and cost structures - I've translated complex data into actionable recommendations across multiple industries	- Built financial models using an Activity Based Costing and an indirect cost rate methodology for a major federal agency (2020) - Built organizational sizing model associated with a back-office Op Model transformation of an O&G supermajor (2023) - Built financial models and owned DOE LPO application drafting a utility's 30 transmission and renewable projects (~\$10B). Articulated how the portfolio met the DOE's preferential financing criteria for innovative technology, environmental benefit, and repayment capacity (2023)
Cross-Functional Fluency - I've worked across a business's core functions to break silos - I've bridged the gap between technical teams and business stakeholders to create alignment around product strategy and timeline	- Worked with FedEx IT leadership across domains to align on the capability alignment of the company's organizational structure (2024) - Led rationalization of technology applications and alignment to application owners as part of the T-Mobile acquisition of US Cellular (2025)
Bias for Action - I've consistently delivered under compressed timelines - I've earned trust by listening, challenging assumptions, and thinking creatively to solve company's most pressing business problems	3+ years of strategy consulting experience and 4 years of technology experience working in compressed timelines with a focus on exceptional strategy and execution - Experience owning work products and managing junior resources to deliver insights in tight timelines

Expertise and Skills

Background in both strategy and technology consulting with a range of expertise and skills across industries.

Industry Expertise

- Utilities
- Software and Platforms
- Telecommunications
- Government

Functional Expertise

- Cost Takeout
- Organizational Design
- Operating Model
- Supply Chain - Procurement
- M&A
- Stakeholder Management
- Growth Strategy
- Product Development

Technical Skills

- PowerPoint Storytelling
- Advanced Excel
- SQL
- Financial Modeling
- Power BI
- GIS
- Process Mapping
- Application Development
- Product Management

IBM Functional Consultant (2016-20)

Bridged the gap between business stakeholders and technical teams to deploy enterprise Microsoft business workflows for primarily large-scale call center operations.

What is Microsoft Dynamics?

- Microsoft's enterprise CRM and ERP platform that manages customer relationships, service operations, and business workflows in a unified system

What I did as a functional consultant?

- Bridged the gap between business stakeholders and technical teams
- Developed Process mapping and workflow design (Visio)
- Agile SDLC – Sprint planning, backlog grooming, timeline mgmt., and resource capacity planning
- Owned go/no-go decisions for production deployment and rollbacks
- Defined regression and QA testing processes
- Led design thinking sessions
- Delivered end-user training and drove adoption
- Managed data integration pipeline: Dynamics 365 (CRM/ERP) → Azure (ETL) → Power BI (Data Viz)

What is involved in a large-scale call center solution?

- Case management
- Automation of case routing/escalation, billing, email communication, document generation, and scheduling
- IVR integration
- Queue management across hundreds of CSR agents and thousands of daily customer interactions
- Knowledge base management
- SLA dashboard, agent role-based dashboards, and 360° customer view

Samsung B2B Carrier Sales Strategy MBA Internship (2021)

Selling a phone/watch/pods bundle creates significant CLV by increasing carrier ecosystem stickiness and cross-sales for the carrier's core offerings (cable, home, internet).

Maximize Customer Lifetime Value

Maximize the time customers stays

- **Action:** Create customer stickiness by selling customers more products
- **Action:** Implement extended payment plans

Minimize attrition

- **Action:** Sell products that have high customer satisfaction

Maximize customer monthly spend

- **Action:** Introduce connected devices to drive monthly service revenue

Maximize Customer Base

Maximize the number of first-time customers

- **Action:** Determine the right products to attract new customers
- **Action:** Sell products at the right price and with the right promotion strategy
- **Action:** Communicate the customer journey in all channels
- **Action:** Ensure POS system works properly



Accenture Strategy (1/2) (2022-2025)

Experience driving large-scale operational transformations from strategic procurement rationalizations to M&A integrations.

Amgen Strategic Procurement Rationalization

The Problem

- Amgen faced rising OpEx driven by a high volume of costly procurement vendors. Amgen approached Accenture to develop a standardized framework for determining which capabilities should be internalized to the new \$200M Amgen India Global Capability Center (GCC).

My Role and Approach

- **Vendor Transition Strategy:** Developed a renegotiation framework balancing incumbent vendor quality with knowledge transfer requirements for GCC internalization
- **Supplier Segmentation:** Categorized vendors by spend and criticality to determine whether to renegotiate, transition to the GCC, or terminate
- **Value Capture Realization:** Quantified financial cost-savings of transitioning resources to the GCC across vendor contracts
- **Risk & Issue Management:** Orchestrated a RAID log to mitigate transition risks, monitored headcount growth, and facilitated decision-making on vendor exit strategies

Impact

- Rationalized Amgen's vendor portfolio, reducing operating expenses and streamlining operations by transitioning core capabilities to the \$200M India GCC while retaining strategic partners

T-Mobile Acquisition of US Cellular

The Problem

- T-Mobile sought to acquire US Cellular and onboard its ~4.5M customers while securing low-band and mid-band licenses
- Successful acquisition would benefit US Cellular customers by eliminating rural coverage gaps and increasing 5G capacity

My Role and Approach

- I was responsible for 3 key deliverables to ensure Day-One readiness:
 - **Technical App Rationalization:** Led the alignment of US Cellular applications to T-Mobile owners and the rationalization of decommissioned applications
 - **M&A Integration Playbook:** Used lessons learned to develop a T-Mobile playbook for how to execute an acquisition across potential archetypes:
 - **Capacity Growth:** Rapid spectrum re-farming to boost network throughput
 - **Regional Customer Growth:** Localized rebranding and retention strategies for rural markets
 - **Government/B2B Growth:** Expand Federal and B2B footprint
 - **Fixed Wireless (FWA) Growth:** Expanding 5G Home Internet into new regions
 - **Command Center Operations:** Orchestrated cutover planning and supported the stand up of the Integration Command Center to monitor migration and ensure integration support

Impact

- Successfully transitioned 4.5M US Cellular customers to T-Mobile

Accenture Strategy - Utilities (2/2) (2022-2025)

Experience in the utilities space from data-driven operational visibility to capital project financing/planning.

LUMA Utility Telecom Attachment Project

The Problem

- LUMA lacked visibility into the number and locations of 3rd party telecom attachments (TPAs) in its utility pole infrastructure. This created issues:
 - **Revenue Leakage:** Telecom companies were not paying state mandated attachment fees
 - **Difficulty Restoring Service:** When Utility poles go down, telecom providers lose service. Without TPA mapping, coordinating service restoration can be difficult
 - **Unknown Utility Pole Health:** Telecom attachments accelerate pole degradation. Without an accurate mapping of telecom attachments to poles, LUMA does not have an accurate understanding of the health of its infrastructure

My Role and Approach

- My methodology estimating TPAs by telecom company involved:
 - Sourced FCC broadband coverage by technology type (fiber, cable, fixed wireless, mobile/cellular)
 - Merged FCC coverage data with LUMA's pole GIS data
 - Validated key assumptions with both telecom and Utility SMEs
 - Developed census block-level estimate of TPAs by telecom company

Impact

- Initiated formal dialogue with telecom companies to address fee collections (\$17M/year), service coordination, and pole health management

PacifiCorp Utility Capital Project Financing

The Problem

- PacifiCorp sought ~\$9B in capital project financing through the DOE's LPO to fund a portfolio of 29 transmission and renewable energy projects
- The LPO provides financing at preferential rates but requires that the utility's project portfolio meet criteria in the areas of innovative technology, environmental benefit, and repayment ability
- PacifiCorp was particularly concerned about the flexibility of infrastructure commitments. For example, if a state no longer requires a coal plant to be decommissioned, the utility can modify its Integrated Resource Plan and back out of replacement infrastructure without penalty

My Role and Approach

- Facilitated cross-functional workshops to gather technical, financial, and environmental inputs and presented finding to Senior PacifiCorp leaders
- Developed financial models to demonstrate utility's repayment capacity
- Developed GIS models to map the necessity of grid infrastructure to enable renewable interconnection and specifically serve customers impacted by coal decommissioning

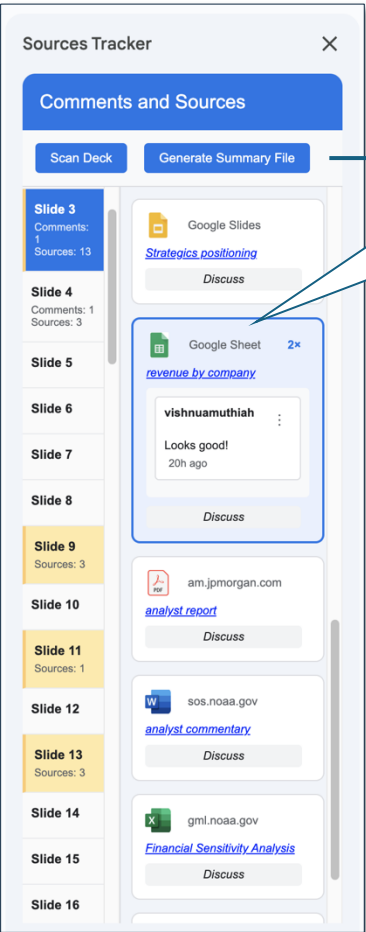
Impact

- PacifiCorp was ultimately awarded \$3.52B. The loan's preferential terms are expected to save customers \$1B over the life of the loan.

Independent Product Development (2025)

See every link and embedded source across your Google Slides deck from a single sidebar interface. Export to Google Sheets to get a comprehensive view of sources and discussions across all slides.

Use Case	Sidebar Usage	Value Delivered
<i>“I have a deck with many linked sources that I need to get familiar with”</i>	Rapidly understand all sources in an unfamiliar presentation without clicking every link	- Dramatically reduce deck onboarding time - Eliminate the need to manually open dozens of links
<i>“I need to make sure sources are being linked correctly”</i>	- Displays how many times a source is linked on a slide - View all the other slides the source appears	- Prevent incorrect source links - Quickly validate duplicate source links
<i>“My team needs to update links collaboratively”</i>	Facilitate source specific discussions and team actions through discussion threads	Centralize discussion in one place vs scattered email chains and Slack threads
<i>“I want a summary of all the sources and discussions in my deck”</i>	Generate and review a simple structured spreadsheet with all sources, locations, and discussion threads	- Share comprehensive source audit with stakeholders - Archived linked sources for documentation and audits - Support validation of live links



Each card displayed information regarding:

- Number of times that the base URL appears
- Threaded discussions
- File type of the linked source
- Which other slides the base URL also appears (highlighted yellow)

URL ID	Source URL	File Type	Slides with URL	Discussion
1	https://www.investopedia.com/terms/m/m...	Web	3	
2	https://docs.google.com/document/d/1yEc...	Google Doc	3	
3	https://docs.google.com/document/d/1C3...	Google Doc	3	
4	http://amazon.com	Web	3	
5	https://docs.google.com/document/d/11xb...	Google Doc	3	
6	https://docs.google.com/document/d/1K6x...	Google Doc	3, 13	
7	https://drive.google.com/drive/folders/144...	Google Drive	3, 4	
8	https://docs.google.com/presentation/d/1...	Google Slides	3, 4	
9	https://docs.google.com/spreadsheets/d/1...	Google Sheet	3, 9, 11, 13	vishnuamuthiah: Looks good!
10	https://am.jpmorgan.com/content/dam/jpm...	PDF	3, 4	
11	https://sos.noaa.gov/media/downloads/liv...	Word	3	
12	https://gml.noaa.gov/grad/solcalc/NOAA...	Excel	3	
13	https://nanosense.sri.com/activities/clean...	PowerPoint	3	
14	https://www.commerce.nd.gov/sites/www/...	PDF	9	
15	https://web.pdx.edu/~rueter/courses/ESM...	PDF	9	

Sidebar Interface
In Google Slides

Summary File Export
In Google Sheets