Vilas S. Khole

CHIEF TECHNOLOGY OFFICER | TECHNOLOGY STRATEGIST | PRODUCT & DIGITAL TRANSFORMATION LEADER

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EXECUTIVE PROFILE

Technology leader with 20+ years of experience across software development, technology strategy, product development, IT/ITES operations and customer relationships at CXO level. Experienced in translating business needs into scalable solutions, leading distributed teams, managing multimillion-dollar P&L portfolios and supporting growth through technology, partnerships and operational excellence.

Domain exposure includes healthcare, fintech/BFSI, telecom, travel, e-commerce, HR technology and BPM. Career progression spans systems administration, software and application delivery, service delivery leadership, project/ODC management, VP Technology and CTO roles.

LEADERSHIP & TECHNOLOGY STRENGTHS

Technology strategy and architecture • Product development • Digital transformation • Enterprise software • AI/ML and analytics • Cloud and DevOps • Mobile platforms • P&L and budget ownership • Revenue growth and cost optimisation • Large-team leadership • Client and partner management • Agile delivery • Service management • Operational excellence • Data governance • Information security

PROFESSIONAL EXPERIENCE

Group Chief Technology Officer | Jobin International Group | May 2023 – Present

- C-level technology leadership across group companies including JIC IT, JHRD, Fly-world, Blue-Rays and JIC Media in Kuwait and Kochi.
- Led a 50+ member team; CV records a 150% improvement in platform scalability over two years and adoption of AI/ML for automation, personalisation and predictive analytics.
- Responsible for technology operational excellence, product development, strategy, resourcing and P&L management.

Chief Technology Officer | Bansal Tech Professionals Pvt. Ltd. (ToneOp) | Apr 2022 – Feb 2023

- Drove growth and innovation across eight B2B and B2C products; led a cross-platform mobile version that reached 60,000+ downloads in its first quarter.
- Introduced automated customer support, with reported savings of 100 employee hours and USD 8,000 per month.

Chief Technology Officer | aNumak & Company | Feb 2020 – Apr 2022

- Managed 100+ technical resources across group companies; owned technology, budgets, P&L, client communications, presales and costing.
- Worked on AI/ML analytics for contact-centre data processing 12 million call records daily.

VP – Technology (Consultant) | Kuya Technologies | Apr 2019 – Dec 2019

- Worked across service delivery, presales, account management, infrastructure decisions, disaster recovery, business continuity and client escalations.

Manager – Service Delivery (Consultant) | Areteans Technologies Ltd. | Apr 2018 – Nov 2018

- Managed Pega 7.1 service delivery, project planning, data management, analytics, reporting, team coordination and quality assurance.

AVP – Software Development & Service Delivery | Softenger (I) Pvt. Ltd. | Feb 2015 – Apr 2017

- Managed 1,200+ employees across software development and strategic operations, including cost centre, revenue generation, sales forecasting and data governance.
- Implemented cloud-based data architecture associated with a reported 20% reduction in operational costs.

Project Manager – ODC Management | Tech-Armada Asia IT Consultants | Apr 2013 – Jan 2015

- Managed agile teams of 50+ developers and multiple projects; handled presales, negotiations, budgets, wearable devices, data analytics and IoT.

Team Leader | SLK Software Inc. | Jan 2012 – Apr 2013

- Led 35 developers across three locations; solution design, .NET architecture, client communication, requirements and project planning.

Team Lead – CRM Operations | Creative Enterprises | Oct 2009 – Dec 2011

- Led CRM operations, ITIL-based support, staffing, recruitment, escalation management and client reporting.

SME – Process Management (Lead) | Infosys Technologies Ltd. | Apr 2007 – Oct 2009

- Worked on web application features, third-party API integration, cross-functional delivery and legacy-code modernisation.

System Administrator | Mind Matter Informatics | Jan 2004 – Apr 2007

- Network administration and support, software installation, troubleshooting, Active Directory administration and service-ticket management.

SELECTED PROJECTS & PLATFORMS

TalentOrb: AI-powered SaaS recruitment platform with pipeline, candidate profile, interview, communication and reporting capabilities.

ToneOp: AI- and IoT-enabled health and fitness application integrating activity, sleep, calorie, water-intake and heart-rate tracking with Fitbit.

One Connect: Remote contact-centre operations solution for 5,000+ employees across five delivery locations.

OnePMS: Performance evaluation and forecasting system based on 12 million call records, using AI/ML for individual, team and business-unit insights.

Jobin International Group: Digitalisation of operations across six group companies using Freshworks CRM, Zoho and Microsoft 365.

Other portfolio work: iTech CRM, Talent HRMS, Impact EMR, GroundCore (Singapore Airlines ground operations), HSBC payment dispute system, Job-in-Arabia ATS, Inventory Management System, Document Management System, Saksham Seva and mobile applications across travel, payments, media and public services.

SELECTED ACHIEVEMENTS

- Coordinated digitalisation and operational SOP initiatives across six Jobin International Group companies (2023).
- CV records a 68% increase in customer satisfaction and 700% increase in sales in the first six months following a flagship B2B/B2C product overhaul (2022).
- Implemented a work-from-home solution for 5,000+ contact-centre employees across five delivery locations (2020).
- Introduced the TalentOrb end-to-end recruitment system (2016).
- Supported ISO 27001:2013 certification for a software development team (2015).
- CV records delivery improvements including automation and AI-driven initiatives, with turnaround-time reductions of over 30%.

EDUCATION

M.Sc. Computer Science – Dr. Babasaheb Ambedkar Marathwada University (2015)
B.Sc. Computer Science – Dr. Babasaheb Ambedkar Marathwada University (2007)

TRAINING & CERTIFICATIONS

ITIL Foundation v3 • SEAM (Service Excellence Assurance Model) • On-Trac (Operational Excellence & Management) • CS 100 (Customer Services) • OSS/BSS, T100 & C100 (Telecom Domain) • Python Full-Stack Training • ISO 27001:2013 development-team certification experience

TECHNOLOGY

Python, Django REST Framework, Flask, FastAPI, Celery, AI/ML, PHP, .NET, SharePoint, React Native, React, Next.js, Flutter, Angular, Java, HTML/JavaScript, IoT, Web3, MySQL, NoSQL, MongoDB, SQLite, AWS, Azure, GCP, DevOps, Jenkins, Git, Ansible, Terraform, SonarQube, Postman, Swagger and Power BI.

This public executive CV intentionally excludes personal residential addresses, passport number, PAN and other non-essential personal identifiers. Detailed project and employment information should be shared selectively where appropriate.