



CHANDY GHOSH

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COO | CIO | P&L | Technology | Telecommunications
9-1-1 | Risk Management | FCC | Department of Homeland Security
Global | Strategy, Growth, Innovation | M&A Integration
AI | Digital Transformation | Governance | Regulatory | CyberSecurity

VALUE-ADDED EXPERIENCE FOR BOARDS

- **COO & GM** of Emergency Services business unit, with P&L accountability at \$3B public company Sinch. Collaborative approach with stakeholders, seeking WIN-WIN position.
- **Technology expertise** as Chief Information Officer, Head of Technology, Product Development at large MNOs including Johnson Controls and Lumen.
- **Entrepreneurial mindset**, starting up and growing/maturing Emergency Services business unit as P&L owner at private-equity backed company, resulting in successful exit upon \$1.2B acquisition by Sinch.
- **Private Equity GTCR Board** experience, presenting quarterly business performance for 4 years, recommending and implementing business growth strategies. Grew business unit to become Market Leader with 40% US share.
- **Mission-critical** solutions expertise heading next generation 9-1-1 technology, managing risk and regulations, governed by the Dept. of Homeland Security and FCC, collaborating with senior FCC & State government officials.
- **Big-5 Consulting** at KPMG-BearingPoint. Clients included Hawaiian Telecom, and Digital Transformation for Boeing-Jeppesen, Ball Corp, Corporate Express.
- **Global co-sourcing** software development & support in multiple countries; speak Hindi fluently

BOARD EXPERIENCE

- **Founder & Chair, Women-In-911**, an impactful non-profit providing female First-Responders, many with PTSD, a safe place to network and grow their careers to reach their full potential, across North America. Sponsors include T-Mobile, Amazon, Comcast, Motorola.
- **Global Board Advisor, HMG Strategy**, the world's leading digital platform for connecting business technology executives to reimagine the enterprise and reshape the business world
- **Director-Coach, CO 50/50 Women-On-Boards**: Igniting Corporate Change and Propelling Diversity
- **Board of Directors, Colorado Women's Hall of Fame**, Community Liaison & Social Media
- **Honorable Chair Committee, CTA Women-In-Tech**, Empowering women in Technology

CAREER HIGHLIGHTS

- COO & GM of Emergency Services at Sinch, a \$3B public company.
- COO & GM of Emergency Services at Inteliquent; started up business unit and built to market leader for mission-critical 9-1-1 technology, under GTCR private-equity portfolio. Provided quarterly reporting to the Board; acquired by Sinch for \$1.2B.
- Strategic, Financial and Operational expertise leading all aspects of the business.
- Formulated technology governance and risk management process transformation to achieve public-safety grade >5-9s availability to comply with Dept. of Homeland Security governance & FCC regulations for U.S. Critical Infrastructure.
- Inspired, influenced and implemented next-generation 9-1-1 to acquire 40% of the market within 3 years of market entry, while leading video and Real-time-text solutions. Customers include Government States/Countries as well as technology leaders including Amazon, Microsoft, T-Mobile, Motorola, Comcast.
- Leadership in intelligent automation and AI-driven innovation for emergency services in the IoT & telematics industry unleashing commercial opportunities.
- Big-5 consulting as well as multi-industry, global corporate experience. Strength as growth visionary, providing strategic perspectives, driving GTM sales & growth, M&A and integration, partnerships, customer and stakeholder relationships.
- In-depth telecommunications expertise at \$20B Lumen Technologies
- Digital Transformation Disruptor and Change Enabler. Championed customer-digital-first vision and change in the telecommunications industry. Led the very first automated api-driven inter-company trouble-ticketing system utilizing industry TMF standards. Drove automation strategy in the global workplace management industry via mobile apps and api-first solutions.
- Scaled teams and companies from their start-up phase through to sustainable maturity by implementing process models like CMM, ITIL, ISO & TL, NIST CyberSecurity Framework.
- Managed global teams in UK, Europe, Russia, Armenia, Ukraine, Australia, India.
- Build High-Performance Teams through Mentorship promoting DEI globally.

EDUCATION & CERTIFICATIONS

- Board Training & Certification: 5050 Women On Boards
- CJIS (Criminal Justice) certification
- Executive Development training Harvard onsite corporate program. Developing the Strategic Leader, CCL
- Master of Process, Michael Hammer School, Cambridge, MA. Certifications include ISO TL CMM
- MBA, Information Systems, full-ride at University of New Mexico, Albuquerque
- M. Sc., Jadavpur University, India. Awarded President's Gold Medal for achieving 1st Class 1st

AWARDS & THOUGHT LEADERSHIP

- **50 Women To Watch** among nationwide C-level women, *5050 Women On Boards*
- **Outstanding 50 Asian-Americans in US**, *Asian-American Business Center, NYC*
- **Top 50 Most Powerful Women in Tech in US**, *National Diversity Council, Washington*
- **Global Leadership Institute Award**, *HMG Strategy*
- **Global Power 100, Carrier Telecommunications**, *Capacity Media, UK*
- **Global Most Powerful Woman in Telcom**, *Capacity Media, UK*
- **Top 25 Most Powerful Women of Colorado**, *Colorado Women's Chamber of Commerce*

SPEAKING ENGAGEMENTS:

- Columbia University Business School on The Innovation Dilemma: Navigating Regulation
- Invited to DC to meet with U.S. FCC Chairman to discuss transition to Next Generation 9-1-1
- Keynote Speaker globally including Capacity London, IEEE Conference, NENA National 9-1-1