Sreekanth Ramakrishnan, Ph.D.

Sreekanth Ramakrishnan is a Senior Technical Staff Member and Strategy Leader for the IBM Z Hybrid Cloud organization. Until 2020, he served as the Program Director of Systems Client Advocacy and Sr. Data Scientist, based in San Jose, CA. Sreekanth is an experienced technologist specializing in design and delivery of superior client experience (CX) with a proven track record in generating business impact through increased revenue, operational improvements and brand recognition (NPS). He has implemented innovative strategies in CX by leveraging data sciences, Design Thinking and Change Management disciplines. His work in this space has earned numerous external recognition, such as the Medallia EXPY awards (2018 and 2019).

Prior to this role (from 2008-15), Dr. Ramakrishnan was a data scientist and transformation consultant with IBM Learning (CHQ, Human Resources), based in Cambridge, MA, where he had global responsibilities for facilitating business transformation across IBM Corporation by enabling process excellence through Lean, Six Sigma and Agile practices and organizational culture change. He also was the lead researcher to create and implement a framework to evaluate IBM's management and leadership development program, which was recognized externally with the Brandon Hall Gold Medal (2016 & 2018).

Dr. Ramakrishnan has a Ph.D. (2008) and M.S. (2005) in Industrial and Systems Engineering from the Department of Systems Science and Industrial Engineering at Binghamton University – State University of New York. He has 10 patents, over 100 publications in reputed conferences and journals. He is also an Adjunct Professor at San Jose State University's (SJSU) Lucas College and Graduate School of Business, where he teaches Total Quality Management and Operations Management.