

Key Focus on Continuous Customer Delight & Agility

VISION – LEADERSHIP – EXECUTION – RESULTS

Customer & People-Centric result-oriented Insurance Technology leader with 12+ years in Underwriting, Claims, Reinsurance, Bancassurance, Broker, and Actuarial & 14+ years in Global Transformation Programs across Corporate, Distribution HR, CRM, Cloud Migration, Distribution, Insurtech Integration, Bancassurance App Integration, Broker Integration, Enterprise Architecture, IT Compliance Audit, Cyber Security (Infra/Apps)

Overall, 26+ Years of experience in solving numerous complex Insurance and technology problems and have given continuous delivered improvement with a high resource retention level of 91% in a multifaceted environment with customers and IT Delivery Teams located across 8 countries.

In the last 16 years, have successfully implemented 110+ Global Transformation Programs/Solutions and helped various carriers to generate US\$ 470+ million Premium and US\$ 120+ million in claims across 4 continents (North America, Africa, Europe & Asia).

KEY VALUE OFFERINGS

- Exceptional interpersonal skills and my core strength is on **building continuous “C” Level Relationships with Key Decision Makers / Executives** and delivering bottom-line results across strategies and have presented numerous Insurance Digital Case studies around SAP, Guidewire, Pega, Salesforce, Service Now, SFDC, IOT, Cyber Risk, Block Chain, IFRS, AI, InsurTech, Fintech, Omni Channel, Data Science, Telematics, Biometrics, Voice Biometrics, Drones etc and have won 30+ Large scale Insurance programs.
- **Customer and People-Centric Leader** and have helped both our Insurance Business and my IT Team grow in their revenue & capabilities by being an integral part of their Strategic Plan and achieving constant revenue growth with minimal Team attrition thus always Executive Leaders across AIG, AXA & Allianz brand me as **“People’s Leader”**.
- Solid Experience in multi-country implementation of Insurance Policy Admin Out across Guidewire, eBao, FineOS, Oceanwide, Duck creek, Sapiens, Care, Premia etc.
- Global Insurance Programs roll around (CRM: Salesforce.com: Marketing Cloud, Sales Cloud), SailPoint, IT Security (CA Veracode, Xray, Qualys), (HRMS: SuccessFactors, Workday), (RPA: UiPath, Blue Prism) (BPMS: Pega, Appian) ServiceNow (ITPM, Ticketing), Jira, SAP, DevSecOps Transformation for Multinational Insurance Carriers across 4 continents. (Largest 2 Global Program Experience is Oceanwide-Insurity across 32 countries & OneClaim-Pega for 23 Countries)
- A unique talent in **Building multi-Cultured High-Performance Technology Teams** across countries with exceptional interpersonal skills to mentor, educate, embrace/drive change and deliver continuous value to customers.
- Have a successful track record of **Building an MNC IT Company in a new Country from Scratch** (location/operations/Peza/server/seating) & Grew the Account size from 0 to 212 FTE’s in just 9 Quarters.

LEADERSHIP SKILLS

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- Agility and Thought Leader
 - IT Growth Strategies
 - Executive Decision Making
 - Innovation / Creativity Fail Fast
 - Change/Emotional Intelligence
 - Resilience / Negotiation

- M&A IT, BPO & Infra Captive
- Conflict Mgt / Negotiation
- Venture Capital/Accelerator

IMPLEMENTATION SUMMARY

➤ No. of Years of Experience in PAS: 24 Years	➤ No. of PAS Implementations: 39
➤ No of Unique Products Launches: 480	➤ Max No. of Countries Implemented: 32
➤ No. of Decommissions: 7	➤ Max Premium Revenue in 5 years: US\$320m
➤ Peak Team Size Managed: 212 / 10 Directs	➤ Max No of successful Integrations: 192

IT TECHNICAL SKILLS

- Microsoft & Java Technologies
- Data Science / Big Data
- Operations / Infra / Service
- SAP / Salesforce / Pega
- Multi Programming / Databases
- TensorFlow / GraphDB
- Insurance Policy Admins
- ServiceNow / Mega / PyTorch
- Cloud / Mobile / DevSecOps
- Analytics / Predictive Modeling
- OpenShift / AWS / Azure
- OpenAPI / UIPath / TeleMatics

INSURANCE TECHNICAL SKILLS

- Underwriting / Rating
- Insurance Risk Management
- Life, Health, Annuities
- ACORD Standards
- Mergers & Acquisitions
- Actuarial & Predictive Analytics
- Claims / Reinsurance Mgt
- Solvency II / Actuarial
- Broker/Agents/Channel Partners

EXPERIENCE & ACCOMPLISHMENT



Nov 2022 – Till Date

VP INSURANCE (CONTRACT TO INSURANCE CARRIER)

Across Global: Work from Chicago

- Staff-Augmented to Carrier and I am responsible for building Applications in collaboration with Customer Side Team and co-part with other partners around Underwriting, Claims & Distribution (Agency & Brokers) across 8+ Technologies.
- Collaborate & Delivery the Establish Product RoadMap and enable transparency with C-level Insurance executives, Stake Holders & End Business Teams.
- Help carriers to implement, refine and communicate innovation/emerging technology framework, informed by and aligned to their enterprise and business strategies.

Key Technologies: Guidewire, Pega, Salesforce.com, GraphDB, python & Other Technologies

Key Achievements: Prepared & Won 2 new Projects in Just 2 quarters – US\$18 million



April 2021 – Nov 2022

HEAD OF DIGITAL TRANSFORMATION

Asia Region / Countries

- Oversee and manage Critical Digital applications with diversely spread teams (70+ FTE's)
- Lead and drive Digital innovation programs from scratch, involving Application Development in alignment with Allianz Asia, Production Support, Solutions Design and Engineering for Allianz PNB Life Insurance
- Digital Process Owner for enterprise ecosystem, end-to-end budgeting, Finance across IT & Infra.

Key Technologies: ➤ Multiple Mobile Technologies & Multiple Web Technologies

Key Achievements: ➤ Key for remediating Allianz Journey adoption rate & increase 30% revenue.
➤ Initiated DevSecOps and Robotic Process Automation Programs
➤ Digital Bot initiative to save 1.2 million in 2 years



April 2019 – Mar 2021

HEAD OF TECHNOLOGY PLATFORMS

Asia and International Countries

Manage mission-critical Technology Platforms applications across 8 Countries with diversely spread teams (80+ FTE's) across multiple global delivery centers (India, Malaysia, Hong Kong & Philippines)

Lead and set the direction of Application Development, Production Support, Solutions Design, and Engineering for AXA Global Operations

- Key Technologies:**
- Insurance COE – (Guidewire COE / Light Weight COE)
 - AXA BPMS COE: Pega
 - Oracle, Middleware WebMethods, DXC CSC Policy Admin, HCP etc
- Key Achievements:**
- Key for Winning Guidewire Policy Admin / Billing / ECM / BPM Rollout
 - Key Savings: US\$600k in Budget Savings & JBoss Migration US\$2.2m
 - DevSecOps and Cloud Migrations across Technology Platforms Apps



March 2015 – Dec 2018

ASIA REGIONAL IT DELIVERY MANAGER

Manila

Managed mission-critical Insurance applications (70+ Apps) across 10 Countries with diversely spread teams across multiple global delivery centers (New Jersey, Dublin, Chennai, Bangalore, Hyderabad, Thailand, Malaysia, Manila & Shanghai). My role includes setting directions, Governance, P&L, cost avoidance, continuous value addition, and conducting global status meetings with Senior Global Leaders. Started with 2 Applications with 1 FTE and currently own/manage 70+ Critical Insurance Apps across 10 Asia and Europe and Middle East Countries

- Accomplishments:**
- Successful Oceanwide Global Implementation (30+ Countries)
 - Galaxy Award winner + 3 major engagements Transitioned successfully



Aug 2007 – Feb 2015

Mphasis acquired AIG Systems Solutions, India & Philippines

Client Engagement Manager (Promoted Twice – from PM → DM → CEM)

Managed all projects outsourced from AIG APAC to Mphasis across technologies and functionalities (new wins, budgets, timelines, and delivery) with my Outstanding global leadership skills with the diversely spread team across multiple global delivery centers.

- Accomplishments:**
- Grew the account from 2 Projects to 20 + in two years
 - Lead and open the New Entity in the Philippines and now grown business in APAC Countries with projects from Singapore, Korea, Japan, and Malaysia



Jul 2005 – Aug 2007

Insurance Project Management

Chennai, India

Advanced rapidly from Project Coordinator to Project Management and have been successfully playing multiple roles for GI Product Development for our Prestigious Clients & Managed 80 + Team members

- Accomplishments:**
- Started with a 2-member team and grew the team to 80+ in a year's time.
 - Managed Both Life and Non-Life Premia Projects



Apr 2004 – July 2005

Operations Officer

Chennai, India

With my vast Insurance domain knowledge, I was key to designing the XGen Underwriting, Claims Screen, Reports Layouts and System Flow for Controls/Calculators/ Rating Engine with quality Processing Logic

- Accomplishments:**
- Key Cognos BI designer for pixel-perfect report for Commercial Lines
 - Redesigned to enable to Analyze SwissRe Cat Exposure at Zip Code level



ORIENTAL INSURANCE COMPANY LTD

Oct-1995-Mar 2004

Technical Underwriter, Claims, RI & MIS

Tamil Nadu & Andhra Pradesh, India

Played multiple roles (Insurance Underwriting, Claims, Accounting, RI of Fire, Marine, Rural, and Engineering Lines of Business) in various levels across multiple regions within India

Trans India Shipping – Air Customs Insurance

July-1994 – Oct-1995

United India Insurance – On-The-Job Training

Oct-1993 - Nov-1993

EDUCATION

- Master of Business Administration, 2006
- Bachelor of Commerce, 1999
- Associate in insurance, 2003
- Higher Diploma in Software Engineering, 2000
- Fellow in Insurance Cleared 5 out of 6
- Insurance Vocational, 1992-1994

TECHNICAL CERTIFICATION

- Diploma in Internet and Web Technology 2004
- Advance Diploma in Hardware and Networking
- Striving for Excellence, 2002
- Resilience Leadership & Risk Management

Countless Hours of Physical/Online Training on Leadership, Decision Making, Crisis Management, Insurance Business Global Strategy, PMP, Industry Trend Specialization, Business Innovation, Data, GIS, Adobe Tools, Branding, Marketing, Risk Management, Forensics, Data Science, Cross Culture, SEO, Cloud Technologies, Cyber Security, IT Standards, Analytics, Infra and Network, API, Architecture (Enterprise / Solution / Application), Advance Presentation Skills, Mac, Windows, Mobile, Digital Technologies, Big Data, Agile, Lean, DevOps, Insurance PAS, COTS, etc