



SAMUEL RAJKUMAR

Insurance Transformation Executive



INSURANCE

Underwriting 12+ yrs

Claims 8+ yrs

Actuary & Pricing 7+ yrs

Data Science 6+ yrs

Reinsurance 5+ yrs

Finance 4+ yrs

Bancassurance 3+ yrs

Distribution 7+ yrs

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Customer-centric Insurance Operations and Technology Leader with over **28 years** of progressive experience across Tier-1 insurers and technology services organizations including **Allianz, AXA, AIG, Oriental, CGI and RSA** (Royal & Sun Alliance) with deep, end to end expertise across **Carriers** (P&C, Life, Health), **Brokers, and Reinsurers** with proven ability to integrate core business operations strategy, technology, data, and regulatory priorities to measurable outcomes at scale for **customers across 4 continents** North America, Europe, Africa, and Asia.

Brings a rare blend of **deep carrier operations expertise and senior technology leadership**. Started in insurance at **age 16** through **2 years** of formal education, became an **Underwriter at age 18**, and spent **12 years** embedded in core carrier operations. Delivered enterprise outcomes including improved underwriting efficiency, elevated claims and customer experience, large-scale data and operating model transformation, strengthened global reinsurance ceding standards, **sustained COR improvement through transformation programs**, and profitable expansion via digital agency, broker, and bancassurance channels across Europe and Asia.

Over the last **16 years, advanced into senior leadership across carrier technology captives (GCCs), leading global delivery** across PAS, broker and agency ecosystems, cloud migrations, enterprise architecture, insurtech integrations, and DevSecOps. Since **2016, implemented 42 AI use cases in production**, enabling multi-million premium growth and recurring efficiency gains across underwriting, reinsurance, finance, and claims for customers across North America, Africa, Europe, and Asia.

AREAS OF EXPERTISE

AI	Generative AI with LLM, Computer Vision for Fraud & Claims, Prescriptive AI for Risk & Retention
Leadership	Insurance-Tech Expert Team Player, Innovation, Fail Fast, Communication, Resilience, Negotiation, Emotional Intelligence, Change Management
Insurance	Climate Pillar II Governance, ORSA, IFRS 17, Solvency II, ACORD, Predictive Analytics, AntiFraud Analytics, COR Governance Framework
Technologies	PAS (Guidewire, Duck Creek, Majesco, Premia, Insurity, eBao) CRM & BPMS (Salesforce.com, Pega, Appian) RPA & CCM (UiPath, SharePoint, ServiceNow, SmartComm, Quadiant, Oracle Documaker)

LEADERSHIP

Target Ops Model 18+ yrs

Transformation 12+ yrs

Tech Fluency 16+ yrs

Global Talent Mgt 11+ yrs

U/W & Claims Tech 12+ yrs

Process Excellence 22+ yrs

Stakeholder Mgt 10+ yrs

Risk & Compliance 8+ yrs

Distribution Tech +7 yrs

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TECHNOLOGY

AI 9+ yrs

Guidewire 8+ yrs

Various PAS 25+ yrs

Salesforce 7+ yrs

ServiceNow 4+ yrs

Data & RPA 18+ yrs

Distribution 9+ yrs

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WORK EXPERIENCE

CGI

 Boston, USA

Feb 2024–Till Date

Insurance Director, CGI

- **End to end Account Management for Tier-1 insurance clients** spanning global regions, including People Management, C-Suite Relationships, Pipeline, Budgeting, Revenue Forecasting, Pre-Sales, Large-scale Program Delivery, Quality Metrics, Innovation, CSAP, Operations, and Production Support across three continents.

Technologies include:

- Guidewire, Earnix, Ratabase, Quadient, Salesforce.com, UiPath etc
- Currently Implementing various AI Platforms for the worlds top insurance carrier

Achievements include:

- **Prestigious Bridge Award** in recognition of our team's exceptional Top and Bottom-line growth
- **CSAP Score of 9.8 out of 10** from the world's Top 5 P&C Carrier
- Brought in 2 Net New Logo within 8 Months
- signed 7.9 million Contract within 5 months of Joining
- recently another 14m with same client
- Guidewire 294 leads and converted to 14m+
- 5b+ Insurance carrier was CGI Client since Jan 1991 to Nov 2023, I joined in Feb and had multiple talks with relevant Carrier side Leaders and recovered/brought in back into CGI with an Active MSA/Contract



 Chicago, USA

Nov 2022 - Jan 2024

Global Insurance Head, Shorewise

- Managed 20+ Key Technologies (FineOS, OIPA, Guidewire, Duck Creek, Applied EPIC, ServiceNow, Pega, Salesforce.com, SAP, UiPath, DevOps etc) with teams across 14 Countries for Insurance customers (Carriers/Brokers/MGA/Reinsurer) spread across 4 continents
- Responsible for building stronger Insurance Practice and building Customer collaboration by identifying ways to accelerate/amplify existing Customer Digital Transformation efforts

Technologies include:

- Guidewire, FineOs, OIPA, Pega, Salesforce.com, GraphDB, python and other Technologies

Achievements include:

- Established Deep C-level Insurance connections which helped to win 2 New Logos under 2 Quarters and also added 2 new Managed services Projects in Q4 of 2023

CERTIFICATIONS

1997 - 2003

Associate in Insurance
Insurance Institute of India

2003 - 2006

Fellow in Insurance
Insurance Institute of India 5
out of 6

1998 - 2000

Aptech
Higher Diploma in Software
Engineering

1994 - 1997

SBOA
Insurance Vocational, 1992-
1994

EDUCATION

2003 - 2006

MBA
Alagappa University

1997 - 1999

B. Com.
Annamalai University



Multi-Country APAC Regional Role

Apr 2021 - Nov 2022

Head of Digital Transformation, Allianz

- Lead mission-critical digital insurance platforms, managing 140+ internal and partner resources across 4 regions to ensure resilient, scalable delivery.
- Drive end-to-end digital innovation and own enterprise IT/infra financial governance, spanning solution design, engineering, production, budgeting, and cost optimization.

Technologies include:

- OIPA, SugarCRM, UiPath, SAP Successfactor
- Salesforce.com, 12 DevSecOps Tools
- 6 Mobile Technologies & 8 Multiple Web Technologies

Achievements include:

- Remediated Allianz Journey for Distribution Quote and underwriting app which increased adoption rate to 80% & increased by revenue 30%.
- Key to Initiate DevSecOps and RPA Programs using UiPath



Multi-Country APAC Regional Role

Apr 2019 - Mar 2021

Head of Technology Platforms, AXA

- Defined & maintained the strategy for both **APAC Guidewire (CoE)** & BPMS(COE).
- delivering large scale Guidewire 8-10 to Cloud transformations, Pega PRPC (BPMS) and EMMA Digital Platforms (Salesforce.com) through a hybrid Run and Change operating model, leveraging SAFe and DevOps across 8 countries. Successfully orchestrated 180+ global resources from Big 4 / Tier 1 partners across delivery centers in India, Malaysia, Hong Kong, and the Philippines.

Technologies include:

- Insurance COE – (Guidewire COE / Light Weight COE)
- Pega – AXA Pega COE
- Oracle, Middleware WebMethods, DXC CSC Policy Admin, HCP etc
- Salesforce.com

Achievements include:

- Key for Winning Guidewire Policy Admin / Billing / ECM / BPM Rollout
- £600k Savings in Budgets & £1.2m in JBoss Migration Savings
- DevSecOps & Cloud Migrations across Technology Platforms Apps
- Increased Guidewire platform end user **adoption growth from 8% to 94% under 6 quarters**, across 6 entities.



Multi-Continent Role

Aug 2007 - Dec 2018

Regional DM, AIG (includes Mphasis 2010-2015)

- 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).
- Lead and set the direction of Application Development, Production Support, Solutions Design, and Engineering for AIG Shared Services
- 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

Technologies include:

- Guidewire for Japan, Pega for 4 Countries, Duck Creek for UK & Ireland
- Kofax, ServiceNow, AWS and 14 more key technologies

Achievements include:

- Successful Oceanwide Global Implementation (30+ Countries)
- Guidewire Japan with L2 GW Teams in Japan, Manila, India
- Galaxy Award winner + 3 major engagements Transitioned successfully

India

Oct 1995 - Aug 2007


Oriental, 3i Infotech, RSA

- Started as an underwriter at age 18 and worked across 8 LOB's across personal and commercial and moved to 3i for implementing Premia across AIG Middleeast & APAC Countries
- in Oriental, 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
- in RSA- Royal and Sun alliance, 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
- at 3i Infotech, 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

Technologies include:

- XGen, Cognos Impromptu & BI Designer, SwissRe Cat Exposure Tool etc

Achievements include:

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- in 3i, Started with a 3-member team and grew the team to 80+ in a year's time for managing both life & non life premia rollouts to AIG Countries