



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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Global Insurance Transformation, Sales, Large Size Account Management and Consulting Leader with over **28 years of experience** advising and delivering results for Tier-1 and mid-market insurers, reinsurers, and brokers across North America, Europe, and Asia. Deep domain expertise spanning P&C, Life, Annuities, Health, Specialty, and Reinsurance, with career experience across **Allianz, AXA, AIG, Oriental Insurance, CGI, and RSA**. Trusted C-suite partner driving enterprise operating model transformation, technology modernization, and profitable growth.

Differentiated blend of front-line insurance operations and executive consulting leadership. Started at age 18, as an underwriter and spent the first 12+ years embedded across underwriting, claims, policy administration, pricing, reinsurance, finance, risk, compliance, and multi-channel distribution, enabling pragmatic, **business-led change that strengthens underwriting performance, claims efficiency, combined ratio (COR), regulatory readiness, and customer experience.**

Over the last 16 years, progressed through Tier-1 carriers and CGI with **end to end ownership of strategic Large Size accounts, complex global transformation programs, and P&L accountability.** Built and scaled insurance practices, global delivery models, and **GCC ecosystems while leading multi-year global initiatives** across core modernization, cloud migration, data and AI, digital distribution, and enterprise agility.

Trusted advisor to C-suite decision makers across CEOs, CIOs, CTOs, CUOs, CDOs, Chief Actuaries, Claims, Risk, Distribution, and AI leaders in 8+ countries which helped Consistently to **close multi-million-dollar deals, sustained account expansion, and net-new logo acquisition.** Delivered measurable business outcomes by governing Policy, Claims, Billing, and Broker transformations, accelerating Agile and DevSecOps adoption, strengthening cybersecurity and regulatory compliance, and deploying 40+ AI use cases that improved premium uplift, reduced claims leakage, and lowered operating expense. Built a greenfield delivery center from inception to 220+ professionals across onshore, nearshore, and offshore models.

AREAS OF EXPERTISE

Leadership	Team Player, Innovation, Fail Fast, Communication, Resilience, Negotiation, Emotional Intelligence, Change Management
Account Mgt	C-Suite Relationship, Deep Insurance Domain, Value Framing, Commercial Acumen, Complex Delivery, Executive Level Strategic Problem Framing and Solving, Partner Mindset & Long-Term Account Vision

ACCOUNT MGT

C-suite Relationship 18+ yrs

Commercials 12+ yrs

Salesmanship 9+ yrs

Account Vision 11+ yrs

Deep Insurance 28+ yrs

Expansion 10+ yrs

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TECHNOLOGY

AI 9+ yrs

Guidewire 8+ yrs

Duck Creek, eBao 5+ yrs

Majesco, Premia 12+ yrs


Salesforce 7+ yrs

ServiceNow 4+ yrs

Data 18+ yrs

RPA 8+ 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).
- Key for 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 by 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

Achievements include:

- Key for Winning Guidewire Policy Admin / Billing / ECM / BPMS Pega Rollout
- £600k Savings in Budgets
- & £1.2m in JBoss Migration Savings
- DevSecOps & Cloud Migrations across Technology Platforms Apps



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