

## Contact

[www.linkedin.com/in/dnachnani](http://www.linkedin.com/in/dnachnani)  
(LinkedIn)

## Top Skills

Global Sourcing  
IT Strategy  
Offshoring

## Languages

English, Hindi, Sindhi, Gujarati,  
Punjabi, Marathi

# Deepak Nachnani

Co-founder & CEO - COVIAM Technologies, 30k+ connections,  
please follow  
Bengaluru

## Summary

### CURRENT:

- Entrepreneur - living the dream
- Global consultant - specialization in digital transformations, global strategy, corporate restructuring and M&A

### PAST:

- Global executive with 26 years of progressive experience, managing IT/ITES across regions & countries for Fortune 50 corporates spanning the Americas, Asia, Africa & Middle East
- Change leader with a success record spearheading multi-dimensional global teams
- Multi-cultural, cross-border experience in global roles, lived and worked in 9 countries
- high performance eCommerce, Banking Financial services Insurance executive, Pricing engines and stochastic

### SPECIALIATIONS:

- \* Strategic executive leadership and management
- \* Pioneering Digital Tech

### ED:

B.ENGGE - Univ. of Mumbai

MBA - New York University - Stern School of Business '98

Post Grad - Indian Institute of Management - Bangalore

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## Experience

### COVIAM Technologies

Founder and CEO

January 2015 - Present (5 years 8 months)

[www.coviam.com](http://www.coviam.com)

COVIAM is a fast growth platform company focussed on the future of technology and the future of work. We are innovators in automation, AI, IoT,

RPA and bots and have developed some of the leading platforms in this space  
- Engati : a global top chatbot platform, peopleHum - the future of work people platform. We have a very strong product and engineering discipline at the core and are constantly bringing new brands and platforms to the market. We operate in a very smart, high talent learning and innovation environment and the 550+ Covengers represent a change the world approach with robust engineering.

## MetLife

Americas Head - Transformations and effectiveness

November 2012 - November 2014 (2 years 1 month)

New York / India

Transformation accountability for 1000 FTEs and 2500 vendor associates.

Vendor effectiveness - across 5 ITO vendors and 2500 associates.

Lead for IT portfolio transformations for run rate expense reduction while improving quality and delivery...

## MetLife

14 years 9 months

India head - ITO, sourcing and delivery excellence

March 2011 - September 2012 (1 year 7 months)

NY, India

Executive country level position managing offshore work for the global enterprise. Management and influence oversight of 3500 plus associates working with most major ITO partners. Role covers overall India responsibility and support for strategic and operational management, service delivery, attrition and knowledge management, efficiency and optimization, market intelligence and risk mitigation, rates and contracts, RFI/RFP/Contract formulation and negotiations and moving to outcome based maturity models.

Regional M&A Lead - Middle East, Africa and South Asia

February 2010 - April 2011 (1 year 3 months)

NY/Dubai

Led the integration of countries across Middle East Africa and South Asia (covering a wide swath of countries from Lebanon to Bangladesh). Led a team for integrating all aspects of IT for the MetLife Alico buy out of businesses in 55 countries globally.

Front--ended IT and ops functions, including transformations options for Medical Insurance claims and admin across the region.

Extensive travel and experience in all major countries in the region during the integration. Also worked as part of the deal team.

#### AVP - Operational excellence and transformations

February 2009 - March 2010 (1 year 2 months)

Greater New York City Area, India

Leading change management and transformations for the Institutional IT organization...

#### Expat country executive - Global managed services & Captive Operations setup

May 2006 - February 2009 (2 years 10 months)

Expat executive on a 3 year assignment in India to establish country level back office operations for Business Process offshoring (BPO) of operations across the enterprise. Position involved overall responsibility of establishing the capability starting from a BOT model transitioning into a captive capability in 36 months time. Leadership responsibility spanned every aspect from soft landing strategy, financial model, negotiations to the build out of the captive center for a 2000 plus seat capability in an SEZ.

#### Director - eCommerce

February 2004 - May 2006 (2 years 4 months)

Responsible for the management of all employee and employer portals for the \$18 billion Institutional business segment of MetLife. Managed high availability and high performance award winning portals like MyBenefits and Metlink.

Was also responsible for managing all web development activities for the Retirements and Savings group. Managed product portals, web transaction systems and marketing sites.

Responsible for leading the web development group, formulating and leading strategic initiatives for growing the portals by adopting SOA and web 2.0 frameworks.

#### Director - Application development

January 1998 - January 2004 (6 years 1 month)

Responsible for the formulation and creation of MetLife Bank web presence and IT strategy. MetLife bank is an Internet bank whose assets grew from

\$300MM to \$4 billion during my association and role managing the primary web access portals.

Also responsible for Retirements and Savings technology projects. Created and managed enterprise level annuities pricing engines, managed high performance systems supporting 401k and pension domains.

#### Bankers Trust

Asst Vice President

May 1994 - 1998 (4 years)

Sybase DBA, Middleware engineering, LU6.2 based publish subscribe communications layer development lead, 3 tier architecture, business analysis and plan setup team lead

#### Citigroup

Senior Consultant

September 1990 - September 1994 (4 years 1 month)

New York, NY

iFlex Solutions Flexcube developer (founding team), Global custody and trade tracking product for emerging markets dev lead and LatAm rollout (travelled LatAm extensively for rollout and implementations), Private Banking group architecture team developer on generic SQL transactor software

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## Education

New York University - Leonard N. Stern School of Business

MBA, Finance and International Business · (1996 - 1998)

Indian Institute of Management - Bangalore

Post graduate - Advanced Financial and Risk Management, Finance and Risk Management · (2012 - 2013)

University of Mumbai

Engineer's Degree, Electronics and Computer Systems · (1986 - 1990)