

Dear Hiring Manager,

I believe I possess all the requirements you seek.

My leadership has consistently brought business strategies to life through a combination of superior technical skills and effective collaboration with senior management, customers and staff. Combining skills at the strategic, operational and technical levels, I can effectively identify business and talent needs, solve problems and deliver improved capabilities.

My background includes:

IT Leader with Diverse Business Acumen: Adept at managing change through all business cycles: high growth, downturns, acquisition integration for non-for-profit, start-ups, small scale, and large multi-national corporate environments. Delivered career wins for high-impact projects across manufacturing, healthcare, insurance, finance and business process outsourcing

High-Profile Collaborator and Partner: Dedicated to resource development, team building, and recruiting and retaining top talent to produce world-class IT teams. Extensive experience collaborating with business partners and other executives to strengthen business processes, bolster IT support, and achieve positive bottom-line results

Champion for Technology Innovation: A key member of the Senior Business Team responsible for leading corporate initiatives, defining technology strategy, and innovating strategies that leverage technology to achieve business objectives

Expertise in managing customer segmentation, automation tools, and customer journeys across Digital channels. Multi-brand portfolio experience building e-commerce, mobile sites, and apps with a customer first mindset. Recognized as a trusted partner who revitalizes businesses through strategic innovation and team building. Builds cross-functional teams of 25+ and develops Digital Centers of Excellence at enterprise scale. Inventive, entrepreneurial, and interpersonally effective

Passionate about driving innovative solutions and driving business transformations to deliver outcomes that provide digital competitive advantages. Leverages Six Sigma Master Black Belt certification to deliver excellent operations

Proactive Business-Driven IT Leader: Credited with creating IT strategies that generate smart workflow and cohesion across the company footprint with key accomplishments in streamlining IT Governance, Risk Assessment, and Compliance (GRC)

Pioneered the Technology Steering Committee, an executive advisory committee that prioritized IT initiatives and implemented an IT governance process to ensure alignment between IT and corporate strategy, business priorities, and resource allocation

Hands on leader developing productive and collaborative team environments aligned to common goals

Skilled at navigating complex organizations and bringing order to chaotic situations; adept at evangelizing and motivating cross-functional collaboration in order to improve business performance, identify and cultivate high-performing talent, and ensuring that best practices are identified and implemented

My experience includes a variety of fast-paced and challenging situations across startup, small and large companies, a number of which shared a common need to improve process and implement solutions to help increase the company's efficiency. Common sense, vision, persistence and adaptability combined with my education and experience have been keys to my success.

I can lead teams by example, through delegation or by vendor management and thrive on bringing simplicity to complex systems the result of which is easier and less expensive maintenance and faster time to market.

I look forward to speaking with you about how I can add value to your team.

Regards

Shanmugam Kumar, PMP

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Shanmugam (Shan) Kumar

143 Hoyt St, Stamford, CT 06905 ♦ 817-733-5012 ♦ Shanmugam.Kumar@gmail.com

Chief Information Officer ♦ Chief Technology Officer ♦ Transformational Leader

SUMMARY

Highly accomplished, result driven and **visionary business technology leader** with more than 20 years of experience in **financial, banking, credit union** and **healthcare** organizations. Hands-on global leader in technology, operations and people management with the “**drive**” and “**get it done**” attitude that promotes the successful completion of large, complex, and risky programs/projects and facilitates organization growth. Skilled communicator who works effectively across multiple business units and technical disciplines to forge critical consensus. **Change agent**, adept at lifting an organization from a level of low morale, low energy, apathy and unproductive results to one of high morale, high energy and enthusiasm with highly productive results. A firm believer in **employee recognition, career development** and **employee rotation** allowing staff to broaden their experience beyond the scope of their own job functions

SKILLS

Executive Leadership – CIO, CTO and CISO
Strategic Planning and Organizational Leadership
Merger & Acquisitions Strategy & Integration
Business Process and Enterprise Resource Planning
Enterprise Architecture, Data and Roadmaps
HR, PMO, Project Delivery, and Change Management
Big Data, Data Science and BI/Analytics
Digital Transformation and Customer Experience

Research, Product Strategy & Software Development
Cloud & SaaS Solutions, IoT & Mobile Technologies
Infrastructure Strategy & Emerging Technologies
IT Service Delivery, IT Operations, IT Security
Business Continuity and Disaster Planning
Process and Productivity Improvement
Vendor and Client Relationship Management
Offshore and Near-Shore Management

Professional & Leadership Experience

Sr. Director, Digital Patient Experience

06/2017 – Present

Northwell Health (Consulting Firm: Fusion Technology Partners), Melville, NY

Recruited to drive enterprise-wide digital transformation to enhance patient experience and operational efficiency across all channels & touchpoints, to modernize legacy technology stack and policies, and to spearhead transition to Product, Agile, Cloud and DevOps mindset. Lead team of 7 direct reports and 75+ global resources with an operating budget of \$30M+

- Led the digital forms transformation to eliminate paper registration and clinical forms across Northwell Health, realized **70% operational efficiency** and reduced **patient wait time** from **30-45 minutes to less than 5-10 minutes**
- Streamlined bill payment capabilities for all channels resulted in improving customer experience, reduced billing/claims error from **30% to less than 5%** and reduced **administrative burden** from **50% to less than 10%**
- Spearheaded transformation to cloud first mindset and directed transition of key systems from on-premise to Microsoft Azure cloud resulted in **\$20M+ infrastructure savings, retired 40+ systems**, and migrated from fragmented, expensive, behemoth legacy systems to streamlined cloud solutions
- Led the redesign of mobile application and customer facing application resulted in **95% patient engagement**, better care coordination, enhanced physical efficiency and target patient personalization

SVP, IT & Operations

06/2016 – 05/2017

United Bank (Consulting Firm: Fusion Technology Partners), Glastonbury, CT

Recruited to restructure technology and operations organizations as a part of M&A to support the current and future growth of United Bank and its customers in a proactive, high quality and responsive manner

- Executive leadership and accountable for all aspects of information technology and operations (Deposit, Fraud Management & Lending) to support all lines of business which includes Retail/Branches, Commercial, Wealth Management, Direct Bank, Risk/Compliance and Sales & Marketing at United Bank. Managed **50+ direct employees and 100+ outsourced resources** with an **operating budget of \$31M+**
- Developed a **three-year IT roadmap** by working with business executives which included the following strategic planning activities: defined growth requirements; identified strategic IT stabilization projects; defined IT projects to support **business growth**; Shared Service **KPIs** and proposed IT organizational improvements resulted in reduced application footprint, lower operating cost and increased performance and availability of critical business platforms
- Championed digital transformation program to extend the branchless operations to additional 19 states that generated **additional deposit growth of \$20M/month** and streamlined existing branch and back office functions to improve customer responsiveness and **issue resolution timeframes by 40%**
- Spearheaded the implementation of enterprise data warehouse and analytics platform using Microsoft Azure resulted in **12% increase in asset, cut marketing cost by 17%, reduced time** to identify problematic loans from **85 hours to 10 minutes** and **reduced time to market of new product offerings by 99%**

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Director of IT

03/2015 – 06/2016

The Hartford Financial (Consulting Firm: Fusion Technology Partners), Windsor, CT

Hired to drive digital transformation program to improve customer experience and operational efficiency across all lines of business. Managed 100+ resources with an operating budget of \$25M+

- Led the engineering team (Application Development, DevOps, Data Engineering and QA) to deliver digital transformation initiatives for Commercial/Personal Lines Organization resulted in improved **policy retention rate to 85%**, increased written **premium growth to 2.1%**, **25% savings for auto claims**, **17% savings for subrogation's**, **\$15M/Year Savings in Business Operational Expense** and **\$5M/Year Savings in IT Operational Expense** by replacing five major legacy applications

Director of Architecture/Application Development

03/2012 – 03/2015

Cigna Healthcare, Windsor, CT

Promoted to lead multiple strategic & tactical initiatives, global teams of up to 200+ total resources and operating budget of \$50M+

- Championed technology vision and strategy to align IT and business goals. Established IT architecture as structure to support business growth, M&A activities and managing IT investments. Championed Shared Services and BPO model, identified key leverage points in healthcare insurance, clinical/provider management and financial management. Key initiatives in **EBITDA improvements of 25+%**

Vice President, IT & Ops

08/2006 – 03/2012

KCI, San Antonio, TX

Promoted based on enterprise-wide reputation for strategy, leadership, and delivery—to lead multiple, global teams of up to 250+ total resources and operating budget of \$75M+

- Global Executive leadership and accountable for all aspects of Information Technology (Application Development, Infrastructure, Information Security & PMO), R&D and Operations to support all lines of business across NA, EMEA and APAC regions
- Championed Global Business Transformation Program for consolidating several ERP financial instances into one global Oracle ERP (R12) instance that streamlined business processes across NA, EMEA and APAC regions and realized **annual cost savings of \$17M**, **reduced support cost by 35%** and **reduced month-end closing procedures from 10 to two business days**
- Spearheaded the transformation of IT Infrastructure, Operations and Data/Analytics Management into a global service organization leveraging secure, scalable and cost-effective technologies including cloud services and virtualization to provide agile solutions in order to meet rapidly growing and demanding business needs resulted in **100% availability of key business applications**, enabled speed to market, and **reduced operational expense by 42%**
- Created a culture of transparency, collaboration, accountability, and commitment to excellence, including a “mission first” mentality across the IT team. Increased **customer satisfaction by 97%**

Managing Director

04/1998 – 08/2006

Accenture, San Francisco, CA

Rapidly promoted to leadership role—to lead global teams of up to 250+ total resources and operating budget of \$50M+

- Directed architecture, application/product development, production support, quality assurance, infrastructure and PMO for several Accenture's financial, banking, credit union and healthcare customers
- Led the product selection, architecture, design, development, testing and implementation of Core Banking (Jack Henry, Symitar, Fiserv, CSI, TSYS, D&H, FIS & ACH), Retail & Commercial Lending, Deposit Operations, Cash Management, Real Estate, Fraud Management, Retail/Commercial online Banking, P&C/Annuities Policy Administration Systems, Derivatives, Investments, Hedge Funds and Asset Management, Property Management, Leasing, Trading, Financial Management, ERP, CRM, CMS and Payment Systems for various Accenture financial, banking and credit union customers
- Streamlined service delivery organization resulted in achieving **75% increase** in speed-to-market, **90% improvement** in quality and **65% increase** in billable utilization

EDUCATION AND CERTIFICATIONS

Bachelor of Engineering in Computer Science

Certified Project Management Professional (PMP), Certified Six Sigma Black Belt, Certified Scrum master, Certified ITIL Foundation, Certified Lean Management Professional, Certified Total Quality Management & Certified Sarbanes Oxley (SOX) Expert