

# Richard P. Ho Sang

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## ~ TECHNOLOGY MANAGEMENT ~

*Senior IT Manager with history of success in providing business solutions using existing technology or developing new platforms, leveraging thirty-five years in global financial services coupled with experience in a health tech startup and an IT consulting company. Proven track record in delivering projects on time and in budget, building secure and efficient technology solutions, reducing costs and maximizing talent.*

### CORE COMPETENCIES

Multi-cultural technology & business development  
Program and project management  
Best practices innovator & change champion  
Flexible, advanced skills quickly adaptable  
Information security and data privacy

### QUALIFICATIONS

Bachelor's Degree in MIS  
Experienced in systems configurations  
Senior IT & Process leadership roles  
Achieved ISO certifications  
Hands-on startup expertise

## SELECTED EMPLOYMENT HIGHLIGHTS

### **CONSULTANT**, Miami, Florida

2015 to present

*Independent consultant specializing in helping businesses improve systems, processes and controls directly impacting the bottom line.*

- Worked with Asian restaurant chain to improve staff management and client understanding.
- Advised automotive manufacturer on supply chain improvements to streamline order processing and improve customer delivery.
- Advised financial services group on customer segmentation and programs to improve share of wallet and target marketing.

### **BUSINESS MANAGER**, d2X Expertise, Singapore

2014 to 2015

*Established the Singapore subsidiary of d2X Expertise, a leading French IT consulting company.*

- Managed client relationships to obtain new clients as well as expand existing relationships exceeding first year revenue target of \$1m.
- Directed technical pre-sales by understanding client needs and issues and recruiting appropriate office staff to meet technology resource requirements.

### **CHIEF TECHNOLOGY OFFICER**, ConnexionsAsia, Singapore

2013 to 2014

*Served as technology leader for the core application stack development as well as IT infrastructure setup on a new employee benefits and healthcare offering.*

- Designed and developed scalable healthcare platform with dotnet and Linux frameworks using Agile project management methodology and application program interfaces for partner interconnectivity. Installed and configured ERP system.
- Launched innovative platform which enabled the signing of contracts with five multinational companies for their employee health benefits
- Developed a high performance IT team which delivered software development and testing of new platform in a 6 month timeframe
- Installed production and development private cloud environments plus voice and data networks.
- Implemented information security standards, data privacy and compliance processes and controls.

**MANAGING DIRECTOR**, Citibank Asia Pacific Technology Office, Singapore 2000 to 2012

*As Chief Administrative Officer, delivered technology cost reductions of double digit percentages across the Asia Pacific region while increasing business support and customer satisfaction also by double digits (based on loyalty surveys). Concurrently served as General Manager & Chairman of the Citibank China Offshore Shared Services and Technology Center from 2008 to 2012.*

- Developed the strategic and operating technology plans for the Asia Pacific businesses.
- Implemented structured transition process for migrating applications and processes from more expensive support locations in the US, UK, Japan, and Hong Kong, delivering savings of over \$200 million annually.
- Actively led university teams in developing startup platforms and bringing them to market using the Citi Software Competition as a springboard
- Defined, implemented and staffed the regional technology architecture team and established digital banking and fintech teams.
- Established quality function and completed full business audits for consumer businesses in Hong Kong and Korea resulting in successful regulatory reviews.
- Directly managed offshore center to provide software development and back-office operations support to businesses in Asia Pacific, Europe, the Middle East, Latin America and the US.
- Established PMO and managed projects across 14 countries for global systems integration.
- Fostered innovative and flexible work environment innovation with a strong risk management mandate including ISO 27001 certification including a comprehensive information security and data privacy policy. Earned ISO 9001 certification for quality management environment.

**SENIOR VICE-PRESIDENT**, Citibank Latin America, Fort Lauderdale, FL 1998 TO 1999

*Led the development and approval for the regional technology convergence strategy (retail banking and credit cards systems) for the consumer banking businesses of Latin America.*

- Developed the overall systems architecture for retail banking.
- Provided a state-of-the-art software platform across Latin America divisions.

**SENIOR VICE-PRESIDENT**, Citibank North America, Miami, FL 1994 to 1998

*Drove revenue increases of 50% through the use of business intelligence and business expansion.*

- Established sales process and sales administration functions to drive sales growth including a 43:1 return on investment in an innovative behavior-based sales incentive program.
- Led group to achieve first-ever profits for the Florida division of Citibank N.A. consumer bank.
- Supported the establishment of a Business and Professional sub-structure with fine-tuned systems definitions and enhanced market segmentation data to foster targeted sales.
- Developed and implemented data analytics function for sales and risk management.
- Developed and implemented an innovative Citibank Florida branch distribution plan to maximize demographic and financial trends for de novo branch site selection.

#### **ADDITIONAL WORK HISTORY**

*Served as Vice-President, leading software development and project management functions for Citibank Florida. Provided broad support for diverse IT implementations of hardware and software plus credit card and financial systems implementations, on time and on budget.*

#### **EDUCATION & CERTIFICATIONS/ ACCOMPLISHMENTS**

##### **Bachelor of Business Administration in MIS**

FLORIDA INTERNATIONAL UNIVERSITY, MIAMI, FL (summa cum laude)

- **Board Member** at Chinese Cultural Association (2016 – present)
- **Chairman of the Board** at Citigroup Services and Technology Center (2008 – 2012)
- **Dean of the Software School** and lecturing professor at Beijing University in the Financial Information Engineering Program (2008 - 2012)
- **Adjunct Professor** at Dalian Institute of Technology, Fudan University, Wuhan University, Southwestern University of Finance and Economics (2008 – 2012)