**AJIETHKUMAR U.S.**

**VICE PRESIDENT**



PROGRAM MANAGEMENT | QA & QE | BCM/DR & SRE | SECURITY | RISK MANAGEMENT

Seasoned Goal-Driven professional with 18+ years of experience leading Multi-BUs, Digital Transformation, RPA/AI, Hybrid Cloud, Development and Implementation of Strategies for Organization’s IT Resiliency and Security (Application/IT/IAM/Risk). Proven excellence in Program Management, Cloud Technology, Site Reliability, Increased Systems Availability & Uptime, Security, and Risk Management. Highly analytical decision-maker with extensive experience in building and operating IT Resiliency, implementing and complying with ERM/TRM. Champion a strong focus on customer satisfaction and loyalty.

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| Quantitatively competent leader who has developed budgets and operated | | | | | | | | | | | **LEADERSHIP SNAPSHOT** |  |
|  |  |
| successfully | | within | | budget parameters | by | applying | a powerful | blend | of | | **10+ Years – Program/Project Management** |  |
| Technology, Market/Business/Systems Analysis, Digital Transformation, Software | | | | | | | | | | |  |
| (Yodlee, Sun Microsystems, Xuenn, Professional Access, NETS, |  |
| Development, P&L, and Leadership. Highly organized, creative leader & multi- | | | | | | | | | | |  |
| JPMC, Credit Agricole, Singlife) |  |
| tasker with proven record of accomplishment of overseeing day-to-day operations, | | | | | | | | | | |  |  |
| planning, organizing team efforts, effectively managing staff, and contractors. | | | | | | | | |  |  | **10+ Years – Quality Engineering & Assurance** |  |
|  | Executive Leader bringing in Transformative Changes and Establishes | | | | | | | | | | (Yodlee, Sun Microsystems, Xuenn, Professional Access, NETS, |  |
| JPMC, Credit Agricole, Singlife) |  |
|  | Organizational Vision to adapt to disruptive business environments. | | | | | | |  |  |  |  |
|  |  |  |  |  |  |
|  | Influence direction of Innovation and Transformation of Organizations and | | | | | | | | | | **10+ Years – Operations & Support** |  |
|  | provide inspiring leadership to employees and staffs. | | | | | |  |  |  |  | (Yodlee, Xuenn, Professional Access, NETS, JPMC, Singlife) |  |
| Adept at articulating notions to both technical & non-technical stakeholders, | | | | | | | | | |  |  |
|  | Manage People Agenda, Devise Communication Strategy, Run Executive | | | | | | | | | | **8+ Years - BFSI and Regulations** |  |
|  | Meetings, Vendor Management – Workforce – Location Strategy. | | | | | | |  |  |  | (Yodlee, Xuenn, NETS, JPMC, Credit Agricole, Singlife) |  |
|  | Broad | Business | | perspective identifying | | and delineating arguments | | | that | | **8+ years - Payments & Transactions** |  |
|  | impact decision-making surrounding critical business issues. | | | | | | |  |  |  |  |
|  |  |  |  | (Yodlee, Xuenn, Professional Access, NETS, Singlife) |  |
|  | Passion for organization and offers experience conducting political and | | | | | | | | | |  |
|  |  |
|  | financial analysis used in influencing key regulation | | | | | |  |  |  |  | **7+ Years – Start-up Organizations** |  |
|  | Strong Operational background & expertise in leading systems integration, | | | | | | | | | |  |
| (Yodlee, Xuenn, Singlife) |  |
|  | resilience, program acquisition strategies, governance, and compliance. | | | | | | | |  |  |  |
|  |  |  |  |  |
|  | The establishment, management and assurance of effective plans, | | | | | | | | | | **5+ Years – IT Resiliency, Risk & Security** |  |
|  | processes, policies, and standards which deliver IT disaster recovery and | | | | | | | | | | (Xuenn, NETS, Credit Agricole,, Singlife) |  |
|  | service continuity to agreed levels of resilience for On-Prem and Cloud Env. | | | | | | | | | |  |  |
|  | Lead Program Goals, Vision Execution aligned to Business Goals, Program | | | | | | | | | | **Enterprise Transformation Initiatives** |  |
|  | Management, | | Governance, Policies, | | Processes & | | Procedures, | and Risk | | | (Sun Microsystems, Xuenn, Professional Access, NETS, JPMC, |  |
|  | Management. | |  |  |  |  |  |  |  |  | Credit Agricole, Singlife) |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  | Collaboration | | and orchestration of projects, budget, | | | | resources, schedules, | | | | **Data Centre & Office Relocation Projects** |  |
|  | monitoring & controls. Lead & liaise with multiple stakeholders and vendors. | | | | | | | | | |  |
|  | (Xuenn, NETS, Singlife) |  |
|  | Seasoned Agile Coach experience in Scaled Agile Frame work, Large-Scale | | | | | | | | | |  |
|  |  |
|  | Scrum (Scrum of Scrum), Quality & Performance Engineering, and DevOps. | | | | | | | | | | **Expertise in RPA, Digital Transformation, Cloud, IS & ITIL** |  |
|  | Risk Management for Product, Project, Implementation, and Operations. | | | | | | | | | |  |
|  |  |
|  | Track operational changes, Executive Dashboard Reporting of P&P Metrics. | | | | | | | | |  |  |  |
| Position as “Voice of the Customer” for technical and “Trusted Advisor” for functional team achieving superlative Customer/St akeholder | | | | | | | | | | |  |
|  | Satisfaction. | |  |  |  |  |  |  |  |  |  |  |



**CORE COMPETENCIES**

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|  | Innovation & Strategic Leadership |  PMO, AMO, PDLC & SDLC | |  Market, Business & Systems Analysis | |
|  | Strategic/Operational Partnership |  Program & Portfolio Management | |  Business Case / Proposition Development | |
|  | Information Security Leadership |  | Digital & Cloud Transformation |  Multi-Unit P&L Analysis/ Expense Control | |
|  Lean-Agile, BDD, TDD, & DevOps | |  Robotic Process Automation (RPA) | |  | Cross-Functional & Performance Management |
|  | Risk/Business Impact Assessment |  | Cognitive AI & Machine Learning |  Quality, Performance & Process Improvement | |
|  | Business Continuity & DR |  Account Management & Pre-Sales | |  | BPR, Policy & Process Development |
|  | Build & Release Management |  | Turnarounds/ Change Management |  | Change/Incident/Problem/Crisis Management |
|  | Risk Management (Biz/PM/ERM/ITRM) |  | Stakeholder Engagement |  | Web/Mobile/Banking Products |
|  SRE, Security and Resilience Services | |  Talent Acquisition & Staff Growth | |  | KPI / Metric Measurement |
|  IT, ISO, and Regulatory Audits | |  Budgeting & Cost Control Strategies | |  | Client/Vendor & Contract Management |
|  | FCC/SOX/Regulatory Compliance |  | Executive Dashboards |  | Support/Offshoring/Outsourcing |
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**HIGHER EDUCATION**

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|  | **PH.D. MATHEMATICS – DIGITAL TOPOLOGY** | |  | **JAN 2013 – DEC 2018** |  |  |
|  |  | **KARPAGAM ACADEMY OF HIGHER EDUCATION, INDIA** |  |  |  |
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Specialized in Forensics and Authentication of 2D/3D Images using Mathematical Topological Concepts extendible to various industries.

* The Research Work, Literature and Data Generation, Experimental Analysis, Algorithm Design and Optimization, Creation of Thesis, and Submission of Thesis. Used Matlab, Mathematica, Tensorflow, & Scikit for developing AI based forensics algorithm.
* Submitted Thesis and Awaiting results.

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|  |  | **COMPETENCIES PROFILE** |
|  | VERTICAL | Investment Banking, Trading Services, Payments (Cards & Gateways), Online/Card Payments, Bill Payments, Clearing House, |
|  | EXPERTISE | Settlement & Reconciliation, Insurance, eCommerce, eAggregation, Mobile Apps, Online Betting, Online and Console Gaming. Agile |
|  |  | Methodologies, DevOps, Software Project Management, Design, Development, Database, Performance Testing & Engineering, |
|  |  | Quality Engineering & Assurance, Testing (UI/Functional/NFT/508/i18n/Mobile) and Disaster Recovery. |

FUNCTIONAL STRENGTHS

Proficient in measuring quality objectives with wide range of tools. Possess excellence in Project Management, People Management, Pre/Post Sales Relations, Vendor/Client Relations, Quality Assurance and Testing, Financial Planning and Cost Management, Budgeting, Evaluating Capital Expenditure Proposals and Operational Expenditure, Forecasting, Strategic Planning, Business Continuity Management & Disaster Recovery, Risk Assessment, Contingency and Mitigation Plan.

LEADERSHIP ABILITIES

**Results-oriented** leader adept to managed risk taking with a keen sense of bottom-line profitability. An **inspiring team leader** whoapproaches with enthusiasm and vision. Extremely discreet with the ability to **produce exceptional results** in a demanding environment. Maintain focus on achieving bottom-line results while formulating and implementing innovative technology and business solution to meet a diversity of needs.

PERSONAL

QUALITIES

Possess a commitment to implementation that leads to maximum performance. Equally able to **accommodate multiple demands** for commitment of time, energy, and information expeditiously and resourcefully. Can Interact with different socio-economic backgrounds; Good negotiation and interpersonal skills; Strong organizational and analytical skills; Can **work under pressure**, empathic and **can** **multi-task**.

MATHEMATICAL TECHNIQUES

M&A

GOVERNANCE, AUDITS & REGULATORY COMPLIANCE

KNOWLEDGE MANAGEMENT

DEVOPS / DEVSECOPS & SRE

Operations Research (**OR**) – Linear Programming , Non-Linear Programming (Integer, Dynamic, Quadratic), Game Theory, Inventory Control, Queuing Theory, Replacement Models, Sequencing Problems, Transportation Problem;

Probability & Statistics (**P&S**) – Monte-Carlo Simulation, Bayes Law, Descriptive Stats, Correlation & Regression, Standard Deviation

* Variance, ANOVA, Neural Networks, Decision Tree, Sensitivity Index, Time Series, Test of Significance); Quantitative & Optimization Techniques – Algebra, Calculus, OR, P&S, Fractal Geometry and Chaotic Theory.

Audited **IT Inventory** when Singlife acquired Canvas, when NETS acquired Astute, and when Xuenn acquired Synet.

Developed **Governance Frameworks** for Corporate-wide Software **Test**, **OCM**, IAM, WAM, **DevOps**, Support, and Risk Management. Define **RACI** Matrix. Custodian for Source Code Repository and Configuration Management. **Vice-chairman** and Management Rep for **ISO 9001**:2008, ISO **9002**, ISO **20022**, ISO **22301**:2012, **MAS** TRM, **PCI**-DSS, Financial **Statutory** (IT), and **Quality** Audits. FCC,KYC, CDD/ECDD, PEP, AML, CFT, Sanctions, ABC, OFAC, PAD, OA, Cross-Border, Reg Reporting, MAS/HKMA TRM, ISO, PCI-DSS, RCSA, BPR, Client/Customer On-boarding.

Define KM **Objectives**, develop the framework, and integrate the components to enable organization’s ability to operate and innovate with readily available, factual and reliable information and knowledge. Areas of KM include PMO, AMO, Ops, Risk, Biz Development, **‘Tribal’ knowledge**, etc. KM sets the basis as **organizational assets** and **intellectual property**.

Be a **trusted automation** and tooling **advisor** for DevOps initiatives. Drive DevOps adoption by recommending and implementing tool sets and **best practices for automation**. **Define**/optimize the delivery **process**. Build enterprise devops **blueprints** using TOGAF or Zachman framework. Provided enterprise technology development **advice to management** boards in support of the overall business strategy. Perform **tools selection** through benchmarking and PoCs. Expertise in cloud, **CI/CD, containerization**, automatic environment provisioning, and monitoring.

ORGANIZATIONAL Vice-Chairman for **CCB**. Led Digital Transformations, Digital **Automations**, On-demand Environment Provisioning, and Corporate-

CHANGE wide Migration from HP QC to ALM, and QTP to UFT, DevOps Implementation, Data Center Consolidation, DC Relocation, **Tech**

MANAGEMENT **Refresh**, and Office Relocation. Understand the gaps and challenges, propose OCR to **executive buy-in**, educate the importance and

benefits. Define **OCM framework**, and integrate it with **communications plan** throughout the Change Program and **training plan** to conclude it. Created Annual Corporate **Release Calendar** aligning with CCB.

PERFORMANCE Define **Perf-Engg Maturity Model** to ensure performance, scalability, and reliability of Web and mobile apps. Developed performance

ENGINEERING assessment best practices **runbook**. Prepare workload assumptions document. **Trend analysis** to identify bottlenecks, application

and system performance. Create Perf-Testing framework for uncovering perf-issues and implement **CAPA** based on **RCA**.

SUPPORT Building services tools to help operations and support teams. Fixing support escalation issues. Optimizing on-call rotations and

processes. Documenting “tribal” knowledge. Conducting post-incident reviews. Coordinate with L1, L2, and L3 for continuous improvements.

QUALITY ENGINEERING & ASSURANCE

Define **Quality Objectives** and Processes. Leading **quality best practices**, automation strategies & implementation. Expertise in quality life-cycle – requirements, **multi-dimensional traceability**, code coverage and tactical test execution. **Shift-Left Testing**, BDD

* TDD. **Testing Pyramid**. Automated Mobile tests, Load tests, Security tests, UI tests, API tests, Services tests. Drive **Bug-Bash**. Identify improvement opportunities, and perform Continuous improvement for Quality/Testing Efficiency and Effectiveness. Established Integrated **QMS** with Management of Documents, Reporting, Audits, Inspection, Learning and SDLC.



**EXPERIENCE DETAILS**

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|  |  | **REGIONAL HEAD OF ENTERPRISE QUALITY** |  | **OCT 2018 – JAN 2020** |  |  |
|  |  | **SINGLIFE, SINGAPORE** |  |  |  |
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A start-up Organization, Recruited, by CEO to assist CTO, into a chaotic situation and led the charge to build a world-class IT organization with scalable enterprise systems and infrastructure supporting continued rapid growth. Faced barriers to growth head -on, creating IT strategies, 3-year roadmap and governance for business alignment, fortifying the IT team with new talents, establishing agile program management practice, and eliminating security risks. Architected and Implemented Enterprise DevOps, and Manual & Automated QA for all Life Insurance Applications on AWS Cloud.

**GROWTH PATH**:Head of QA → Regional Head of Enterprise Quality

**KEY HIGHLIGHTS**:

* Built world-class IT teams with all people, process, and technology fully integrated and aligned, and ready to scale robust infrastructur e and business services.
* In collaboration with business leaders, re-engineered business processes, delivering strong platform enabling streamlined M&A integrations

and APAC expansion to empower rapid growth.

 Strengthened security drove customer satisfaction to new heights. Jira-Driven DevSecOps saving $520K annually, & sunset a vendor.

**MANAGEMENT STRATEGY & INITIATIVES**

* Pioneer role jump-starting corporate quality assurance initiatives. Educated stockholders the value and importance of quality assurance. Worked with C-Suite to Create Strategy for Organization.
* Developed quality objectives, governance frameworks, strategies, processes, procedures, standards, and corrective actions in conjunction with Engineering and Operations leadership ensuring the programs met or exceeded internal and external consumer needs and expectations.
* As a key member of engineering leadership team, contributed in defining long-term technical roadmap and to short-term product design, development, & release. Project steering committee member helping in guiding the direction of central deployment.
* Spearhead expansion of off-shore development centres and teams in India, Vietnam and the Philippines.

**KNOWLEDGE MANAGEMENT**

* Implemented Confluence for Documents, as wiki and Knowledgebase.
* Implemented Jira for Agile Project Management, Defect Tracking, and Requirements Docs. Implemented Xray in Jira for Test Management & Execution, and Jbehave in Jira for BDD.

**AUDITS**

**QA & QE PROJECT MANAGEMENT**

* Directed 6 teams of domestic / offshore QA, release, support and documentation. Hiring, coaching, goal & KPIs setting, and performance review. Assisted in Reduction-in-Force (RIF) as needed. Oversee the QA Program, Vendors, and Stakeholders. Assess and provide direction for continuous improvement.
* Established and maintained internal QA web portal, and QMS (Document Control, Training, and Deviation modules). Researched software QA automation tools; Defect tracking and triaging. Implemented CAPA, perform RCA, and identify improvement opportunities.

**RELEASE, DEVOPS & SITE RELIABILITY**

* Drive DevOps adoption and best practices for automation, configuration & release management. Define / Re-Engineer / Optimize Process
* Created Plan & Roadmap for Desired State DevSecOps by creating placeholder for security testing of Applications into the Current State.

**EXECUTIVE REPORTING**

* Report Identified Improvement Opportunities with Business Case. Weekly Reporting on DevSecOps Implementation, Testing Progress, and QA Metrics.
* Management Rep for **MAS Regulatory audit** ensuring compliance with MAS Guidelines. Chair Quality Audit.

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|  | **SR. CONSULTANT – APP & DATA SECURITY** | |  | **FEB 2014 – OCT 2018** |  |  |
|  |  | **CREDIT AGRICOLE - CIB, SINGAPORE** |  |  |  |
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Contracted through Optimum Solutions for Transforming Organization towards sustainable Software Security, Delivery & Deployment methodology ensuring smooth transition, operational alignment, performance improvement, and enhanced security GRC.

**KEY HIGHLIGHTS:**

* Implemented Identity & Access Manager (IAM) and Workflow & Authorization Manager (WAM) Enterprise-wide saving $3.5M over OTC products.
* Called into ‘broken’ environments and spearheaded IT initiatives to drive turnaround and App readiness.
* Advised on governance changes that more efficiently utilized cross-functional IT resources, reduced risks, closed security gaps, and minimized TCO.

**DIGITAL & TRANSVERSAL SECURITY**

* Worked closely with Digital Security Head, in developing Enterprise wide Security Programs, Policies and Procedures
* Expertise in IT/Application/Data Security, Contingency and Risk Management; Organize/Oversee audits; Define KPI’s & Perf Metrics.
* Chair technical forums and meetings, organize senior management conference calls to advise on any major incident occurring.
* **Security Incident & Event Management (SIEM)**

o Architected and Implemented SIEM for SOC. Used Splunk for **Continuous Monitoring** of IT and OT assets, services, and data.

o Reviewed and enhanced the Processes, Procedures, and Work Instructions for **Incident Response**, **Service Request**, Periodic Maintenance, and **Threat/Change/Configuration Management**.

**QA & QE PROGRAM MANAGEMENT**

* Established Lean-Agile Best Practices, and institutionalized new Quality Processes & Procedures, and Test Management.
* Strategized and BPR for Enterprise Standards, Metrics for Dev/QA, Release/Support Management.
* Oversaw multiple projects across all phases of development plus management of scope, time, schedule, quality, & risk.
* Hands-on with Functional, Perf, Security Test Strategy & Architecture, VAPT, Security Testing, and Application/Data Security.

**ENTERPRISE DEVSECOPS & SITE RELIABILITY**

* Designed/Implemented Enterprise DevSecOps, Defined As-Is and To-Be State of DevOps, & Created Onboarding Roadmap for 250+ Critical/Major Applications. Lead project feasibility, project costing and project planning activities.
* Cultivated a CI/CD mind set and Embraced CI/CD for automated testing, deployment to cloud. Established IaC pipeline.
* Influence clients, teams, individuals positively, led by example, establish confident relationships with senior stakeholders.
* **KNOWLEDGE MANAGEMENT**
* **EXECUTIVE REPORTING**

1. Develop forensics-based information on Indicators of Compromise (IOC) and Tactics, Techniques & Procedures (TTPs) for threat actors and malware, which can be shared internally.

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|  | **VICE PRESIDENT – AMO** | | | |  |  |  | **FEB 2014 – JAN 2016** |  |  |
|  | **JP MORGAN CHASE, SINGAPORE** | | | | |  |  |  |  |
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|  |  | Contracted through ThakralOne for Change Management and QA. | | | | |  |  |  |  |
|  |  | **ENTERPRISE CHANGE MANAGEMENT** | | |  |
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|  |  | **KEY HIGHLIGHTS:** | | |  |  |  |  Created Change and Communication Plan. Implemented Strategy | |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  | Integrating Risk Assessments Projects, Saved $750K annually on Ops | | | |  |  |
|  |  |  | and Plan for transition of HP ALM 11 to ALM 12. | |  |
|  |  |  | Transformation of HP QC to HP ALM - Migrated of 3500+ projects, and | | | |  |  |
|  |  |  |  Successfully migrated 2500+ Projects, with legacy project | |  |
|  |  |  | saved 14% ($740K) on operations | | |  |  | templates upgraded to new enterprise standard template, archived | |  |
|  |  | On-demand test environment - Returned 200K man-hours to business, | | | |  | dormant projects, and decommissioned retired projects. Updated | |  |
|  |  |  | saved $650K, and minimized TCO. | | |  |  | & tested various Blueprints for Citrix ATC machines. Created | |  |
|  |  |  RPA Implementation returned back 3-FTE time to business | | | | |  | Training Plan & Run-Book for End-Users. | |  |
|  |  |  | Distinction of developing the **Enhanced Corporate Test Governance** | | | |  |  Established Governance Policies & Procedures for Support and | |  |
|  |  |  | **Framework** aligned to **SDLC Lite Framework**. | | |  |  | Operate Teams. Govern New Project Creation, and Changes to | |  |
|  |  |  |  |  | Projects – Customization, New Field Creation, etc, and ensure all | |  |
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|  |  | **ROBOTIC PROCESS AUTOMATION (RPA)** | | | |  |  | requests resolved within the agreed SLA. | |  |
|  |  |  | Designed & developed componentized robotic automation framework | | | |  | **QA & QE PROGRAM MANAGEMENT** | |  |
|  |  |  | using **UiPath**. Reqs | | Gathering, Walkthrough, Review, | Sign-off, and | **ENTERPRISE DEVOPS & RELEASE MANAGEMENT** | | |  |
|  |  |  |  | **KNOWLEDGE MANAGEMENT &** | |  |
|  |  |  | Traceability Matrix. | | For Data Analysis / Recon / BI | of AML/Risk |  |
|  |  |  |  | **AUDITS** | |  |
|  |  |  | Assessments. | |  |  |  |
|  |  |  |  |  |  | **EXECUTIVE REPORTING** | |  |
|  |  |  | Gathered Requirements, Performed Automation Feasibility Study, and | | | |  |
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Created E2E Automation Solutions compatible with existing WMIS. Created SDD, PDD, ODI, PDI, Process / Solution Diagrams, Development, Testing SIT/UAT, Deployment of Bots. Designed Solution Architecture & Implemented RPA best practices, designed framework with easy to maintain, reusable, scalable, & with OO workflows. Orchestrate Processes, and Create, Administer and Schedules Robots.

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|  | **VICE PRESIDENT – TECH, INFRA, QA & BCM** | |  | **JUL 2011 – NOV 2013** |  |  |
|  |  | **NETS PTE LTD, SINGAPORE** |  |  |  |
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Worked on Multi-Year Multi-Phase Data Center Consolidation & Relocation and Tech-Refresh Program for the Singapore’s Leading Payment

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| Gateway Organization dealing with different electronic clearing methods by Payment Card Providers, Bank Cards, Stored-Value Cards, eWallets, | | | |  |
| Mobile Payments, with Settlement, Reconciliation, Security and Governance. | |  |  |  |
| **AUDITS** | |  |
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| **PROGRAM MANAGEMENT – DATA CENTRE & DR CENTRE RELOCATION** | |  |  Vice-Chair & Management Rep for MAS Regulatory and PCI |  |
|  | Data Centre and DR Centre **Consolidation** (Post M&A) and |  | Audit; SPoC for ISO and Financial Statutory (IT) Audits. |  |
|  | **Relocation** Project (MAS Regulatory Recommendation Compliance) |  |  Ensure Compliance with MAS Guidelines on Application Security, |  |
|  |  | ERM & TRM. Chair Quality Audits. |  |
|  | Developed a dashboard tool based on the Lotus Notes repository to |  |  |
|  |  |  |
|  | track progress of migration phases. Managed migration execution of |  | **QA&QE** |  |
|  | 250+ Application instances, decommissioned of 30+ application |  | **DEVOPS** |  |
|  | instances & servers, relocated 1500 devices and 170K connections |  | **RPA** |  |
|  | (Wired/Wi-Fi/Wireless/Satellite on time within budget with zero defects. |  | **BCM & DR** |  |
|  | Tech-Refresh Hardware Upgrade Project in Data Centre for Mission- |  | **KNOWLEDGE MANAGEMENT** |  |
|  | **EXECUTIVE REPORTING** |  |
|  | Critical Applications. Transformation of DC and DRC to **High-** |  |
|  |  |  |  |
|  | **Availability (HA)** and **A-A** Environment. Led the triage team on the |  |  |  |
|  | migration weekends to ensure prompt resolution of all issues and successful migration | | |  |

* Managed successful migration of **Mission-Critical** Applications, Critical Production and Contingency Servers with uninterrupted service and no impact to business. Implemented ITIL Framework ensuring **Site Reliability** and **System**-**Availability**-**Uptime** for internal infrastructure to 99.98%.



**EARLY CAREER PROFILE**

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| --- | --- | --- | --- |
| COUNTRY MANAGER | PROFESSIONAL ACCESS, INDIA - (*eCommerce)* | SEP 2009 – JUN 2011 | |
| DELIVERY HEAD | XUENN PTE LTD, SINGAPORE - (*eTrading & Payments)* | MAY 2007 – AUG 2009 | |
| SENIOR ARCHITECT | SUN MICROSYSTEMS, INDIA | JUN 2003 | – APR 2007 |
| SOFTWARE ENGINEER | YODLEE INFOTECH PVT LTD, INDIA - (*eAggregation & Payments)* | FEB 1999 | – JUN 2003 |
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**EDUCATIONAL PROFILE**

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|  | **COURSE** |  | **UNIVERSITY** |  |  | **DURATION** | |  | **SPECIALIZATION** | | |  |  |
|  |  |  |  |  |  |  |
|  | Ph.D. Mathematics |  | Karpagam | | 2013 | | - 2018 | Digital Topology & AI / ML | | | | |  |
|  | Master of Computer Applications |  | Bharathiar | | 1999 | | – 2002 | Computer Science & Quantitative Methods | | | | |  |
|  | M.Sc., Mathematics |  | Bharathiar | | 1994 | | – 1996 | Operations Research (OR) & Statistics | | | | |  |
|  | B.Sc., Mathematics |  | Bharathiar | |  | 1991 – 1994 | | OR, Statistics & Computer Applications | | | | |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |