**AJIETHKUMAR U.S.**

**PROFILE SUMMARY:**

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.

Quantitatively competent leader who has developed budgets and operated successfully within budget parameters by applying a powerful blend of Technology, Market/Business/Systems Analysis, Digital Transformation, Software Development, P&L, and Leadership. Highly organized, creative leader & multitasker with proven record of accomplishment of overseeing day-to-day operations, planning, organizing team efforts, effectively managing staff, and contractors.

* Executive Leader bringing in Transformative Changes and Establishes Organizational Vision to adapt to disruptive business environments.
* Influence direction of Innovation and Transformation of Organizations and provide inspiring leadership to employees and staffs.
* Adept at articulating notions to both technical & non-technical stakeholders, Manage People Agenda, Devise Communication Strategy, Run Executive Meetings, Vendor Management – Workforce – Location Strategy.
* Broad Business perspective identifying and delineating arguments that impact decision-making surrounding critical business issues.
* Passion for organization and offers experience conducting political and financial analysis used in influencing key regulation
* Strong Operational background & expertise in leading systems integration, resilience, program acquisition strategies, governance, and compliance.
* The establishment, management and assurance of effective plans, processes, policies, and standards which deliver IT disaster recovery and service continuity to agreed levels of resilience for On-Prem and Cloud Env.
* Lead Program Goals, Vision Execution aligned to Business Goals, Program Management, Governance, Policies, Processes & Procedures, and Risk Management.
* Collaboration and orchestration of projects, budget, resources, schedules, monitoring & controls. Lead & liaise with multiple stakeholders and vendors.
* Seasoned Agile Coach experience in Scaled Agile Framework, Large-Scale Scrum (Scrum of Scrum), Quality & Performance Engineering, and DevOps.
* 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/Stakeholder Satisfaction.

**EDUCATIONAL PROFILE:**

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| 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 |

**EXPERIENCE DETAILS:**

**REGIONAL HEAD OF ENTERPRISE QUALITY SINGLIFE, SINGAPORE OCT 2018 – JAN 2020**

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 infrastructure 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.

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.

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

* Management Rep for MAS Regulatory audit ensuring compliance with MAS Guidelines. Chair Quality Audit.

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.

**SR. CONSULTANT – APP & DATA SECURITY CREDIT AGRICOLE - CIB, SINGAPORE**

**FEB 2014 – OCT 2018**

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 crossfunctional 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.
* Reviewed and enhanced the Processes, Procedures, and Work Instructions for Incident Response, Service Request, Periodic Maintenance, and Threat/Change/Configuration Management.
* Develop forensics-based information on Indicators of Compromise (IOC) and Tactics, Techniques & Procedures (TTPs) for threat actors and malware, which can be shared internally.

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.

**VICE PRESIDENT – AMO**  **JP MORGAN CHASE, SINGAPORE**

**FEB 2014 – JAN 2016**

Contracted through ThakralOne for Change Management and QA.

KEY HIGHLIGHTS:

* Integrating Risk Assessments Projects, Saved $750K annually on Ops.
* Transformation of HP QC to HP ALM - Migrated of 3500+ projects, and saved 14% ($740K) on operations
* On-demand test environment - Returned 200K man-hours to business, saved $650K, and minimized TCO.
* RPA Implementation returned back 3-FTE time to business
* Distinction of developing the Enhanced Corporate Test Governance Framework aligned to SDLC Lite Framework.

ROBOTIC PROCESS AUTOMATION (RPA)

* Designed & developed componentized robotic automation framework using UiPath. Reqs Gathering, Walkthrough, Review, Sign-off, and Traceability Matrix. For Data Analysis / Recon / BI of AML/Risk Assessments.
* Gathered Requirements, Performed Automation Feasibility Study, and
* 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.

ENTERPRISE CHANGE MANAGEMENT:

* Created Change and Communication Plan. Implemented Strategy and Plan for transition of HP ALM 11 to ALM 12.
* Successfully migrated 2500+ Projects, with legacy project templates upgraded to new enterprise standard template, archived dormant projects, and decommissioned retired projects. Updated & tested various Blueprints for Citrix ATC machines. Created Training Plan & Run-Book for End-Users.
* Established Governance Policies & Procedures for Support and Operate Teams. Govern New Project Creation, and Changes to Projects – Customization, New Field Creation, etc, and ensure all requests resolved within the agreed SLA.

**VICE PRESIDENT – TECH, INFRA, QA & BCM NETS PTE LTD, SINGAPORE**

**JUL 2011 – NOV 2013**

Worked on Multi-Year Multi-Phase Data Center Consolidation & Relocation and Tech-Refresh Program for the Singapore’s Leading Payment 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.

PROGRAM MANAGEMENT – DATA CENTRE & DR CENTRE RELOCATION:

* Data Centre and DR Centre Consolidation (Post M&A) and Relocation Project (MAS Regulatory Recommendation Compliance)
* Developed a dashboard tool based on the Lotus Notes repository to track progress of migration phases. Managed migration execution of 250+ Application instances, decommissioned of 30+ application instances & servers, relocated 1500 devices and 170K connections (Wired/Wi-Fi/Wireless/Satellite on time within budget with zero defects.
* Tech-Refresh Hardware Upgrade Project in Data Centre for Mission-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%.

AUDITS:

* Vice-Chair & Management Rep for MAS Regulatory and PCI Audit; SPoC for ISO and Financial Statutory (IT) Audits.
* Ensure Compliance with MAS Guidelines on Application Security, ERM & TRM. Chair Quality Audits.

**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 |