**Rayan Govindasamy**

**Singapore PR**

**Profile Summary:**

Rayan has been the Head of Technology and Delivery which manages the entire Prudential Demerger technology initiative services such as IT outsourcing and offshoring , application consolidation to azure cloud , Transaction service agreement management , Business continuity and Disaster recovery setup , service transition and service management framework implementation.

Experienced senior management and leadership exposure with a demonstrated history of working in the insurance and asset management industry. Skilled in technology solutions design and architect, IT service outsourcing, target operating model , infrastructure management, Service strategy ,design and delivery, cloud infrastructure, DEVOPS, IT governance, IT financial management, Risk Management, ITIL, and Asset Management.

Some of his key achievements amongst others:

1. Head of Technology and Delivery for Company Demerger at UK .
2. Implementation of infra technology solution and delivery for asset management trade lifecycle.
3. Solution delivery lead for 4 x Data center migration and consolidation.
4. Regional application and infrastructure service consolidation in shared services hub .

HIS EXPERTISE LIES IN: Service management and delivery ¦ data center migration ¦ cloud DEVOPS ¦ IT outsourcing ¦ Business continuity management ¦ Technology architect ¦ IT service strategy ¦ service design and delivery ¦ Business Analysis ¦ Project Management ¦ Programme Management ¦ Vendor Management

Highly adept at building relationships with business stakeholders (Chief Information Officers, Business Managers, and Chief Technology Officer) and establishing IT as a trusted business

adviser, ensuring all IT needs are addressed at BAU, tactical and strategic level.

COMPETENCY HIGHLIGHT:

A big picture thinker, applying an analytical approach to improve decision making.

Diverse project management experience with proven ability to complete projects & deliver results in an ambiguous, fast-paced work environment.

Provide visionary leadership within a global-matrix organisation to build and motivate a team to achieve pre-defined goals.

Highly adept at understanding the needs of the business and aligning it to service offerings, designing and developing logical technology designs, business processes and IT infrastructure to improve efficiency.

Excellent verbal and written communication skills, and a consistent track record of effective stakeholder management.

**Experience Summary:**

**Prudential Services Asia**

**Head of Technology and Delivery**

**May 2019 - Present (1 year 2 months)**

* Manage team morale to ensure team stability during demerger period between outsourcing vendor and internal business units.
* Manage a team of 50 resources which consist of IT outsourcing vendor , internal staff and external consultant to deliver the entire technology workstream for company demerger.
* Build an understanding of the existing operations including team strength, delivery capacity and pain areas.
* Create a "one team theme" structure to manage team load and retain delivery momentum for the company demerger dateline.
* Manage and lead the on premises data center workload migration to Azure cloud for more then 1000 servers , 20 complex application and unstructured data .
* Lead solution architect for azure cloud region resilience for Business continuity objective alignment.
* Manage and lead users new endpoint build and migration with automated application packaging features using SCCM .
* Involve , lead and manage contractual delivery obligation based on SOW with ITO vendors and external consultants .
* Involve, construct and manage organisation demerger transaction services agreement which consist of service design packages expectation post demerger phase.
* Involve , manage and facilitate FPPP and SOX audit from external consultants for the demerger initiative.
* Manage senior stakeholder eg C-Level staff, steering committee communication and updates in regards of commercials and overall program technology delivery scope.

**Senior Technology Architect**

**January 2018 - April 2019**

**Singapore**

* As a part of the new Target Operating Model (TOM), my responsibility was to understand the current state of service operation and produce service design packages .
* Responsible to compose infrastructure solution blueprint whch consist of network connectivity , database, messaging , virtualisation workload, middleware and application performance load testing .
* Defined the roadmap of IT future state and the Infrastrcuture Architecture to achieve the target state goal.
* Reviewed the RFP from a technological and data perspective, examined the RFP responses from various vendors, and subsequently developed IT TCO models for factoring implementation and decommissioning cycles.

**Service Delivery Director**

**January 2014 - December 2017**

**Singapore**

Responsible for Service and Delivery management across LBUs

* Liaised with the business heads to conduct a cost-benefit analysis of their external cost and formulate strategies for cost optimisation.
* Improved SLA delivery for all Service Requests from 80% to 90%
* Created metrics to track workload, efficiency to build transparency, a governance framework for Approval, Prioritization and Tracking of IT Projects
* Achieved cost savings of over 20% on contracts managed within the last 12 months by rationalising business needs and re-negotiating contracts.
* Building business cases to ensure resource and funding approvals, ensure projects are delivered on time and within budgets, managing vendor SLA / delivery and architecting for strategic plan impacting legacy.
* Established a new workflow to create a knowledge base, established a new incident and problem management system and also developed a new workflow Solvency II and Substantial Shareholding reporting post change in policies.
* Managed multiple internal and external audits including SAS70, SOX with no findings.
* Leadership in Integrated Outsourcing, Consulting, Managed Services & Delivery, Risk assessment and Cyber Security posture
* Strategic Transformation to prudent practices and compliance requirements
* Compliance, Cyber Security, Monitoring, Risk and control
* Capacity Management and Continuity Management
* Driving Process development and improvement initiatives
* Vendor management & Governance, Opportunity assessment and business development advisory
* Budgeting and costing with charge back across LBUs

**Regional network architect**

**January 2011 - December 2013**

**Singapore**

**Eastspring**

**Regional Relationship Manager**

**February 2008 - December 2010**

**Singapore**

* Was primarily responsible for centralising dealings with external data vendors at a Local and regional Level to promote scalability and cost-effectiveness. Oversaw the IT budgeting and contract negotiations, led the market data vendor management (MSCI, FTSE, Rimes, Thomson Reuters, Bloomberg, Fact set, S&P etc.), supported new business initiatives and rationalised data source to reduce costs.
* Conducted strategic reviews for Japan and Vietnam, suggested the most optimal operating model for IT while considering their business strategy and IT requirements and supervised the IT teams in Vietnam, Japan and Indonesia.
* Negotiated contracts for seven local and regional business units
* Coordinated with various LBU Heads of IT to understand their local business requirements, challenges, and accordingly developed strategic and tactical solutions, also organised the infrastructure support.

**BAT**

**Global Network Operations Manager**

**January 2007 - January 2008**

**Malaysia**

* BAT global network service delivery support for design , build and run. -Manage global network operations RUN team of 30 network support engineers.
* Project manage 2 x data center migration from hamburg and singapore to Frankfurt.
* Manage the service operations budget and capacity planning
* Participate in vendor RFP for global network service provider selection .
* Manage and facilitate service transtion of new build into operations
* Manage network QOS solution delivery across global WAN connections

**Prudential Services Asia**

**Senior Network Engineer**

**March 2004 - December 2006**

**Malaysia**

* Design, build and support regional network data center hosted in NTT cyberjaya for 5 country business unit which consist of multiple layers firewalls and core routing devices.
* Main SME for network design , build and migration for 2 x data center consolidation across 3 x country business unit.
* Migrated 50 branch offices to new metro-E WAN cloud hosted in a single regional provider.
* Manage day to day network service operations to support regional application consolidation.

**Education**

Universiti Teknologi Malaysia

B.eng Electric& Electronic, Computer Engineering · (1997 - 2001)