

Gábor Blaskó, Ph.D.

CTO / Digital Transformation Leader



CTO and Digital Transformation Leader at Deloitte, Microsoft, and Citigroup
Management consultancy at **McKinsey & Company** and **PwC**.

Selected areas of expertise include:

Technology Leadership, Strategy- & Roadmap Creation / Digital Transformation

- As Director of Development for Automation and Data Analytics Solutions: initiated, **created and lead an organization** tasked with automating 2000+ manual processes across EMEA Finance of global bank
- As CTO: created and led a **digital product development team**; created and owned roadmap for tool and digital product development; created strategy to reduce technological debt to reduce risk
- As Regional CTO in CEE: supported and advised the IT ministries of Albania & Poland, the Cybersecurity Directorate and Government CIO Office of Romania on digital technologies and policies; contributed to the Digital Strategy of Armenia as an advisor to ministries and agencies
- As Leader of Strategic Initiatives Supported CIO & GM in assessment of processes and **developing roadmap** for **introduction of new digital tools** to increase productivity

Agile Transformation / Building DevOps capabilities

- **At Citibank, created and scaled up and Agile development team from zero**, focusing on process automation. Defined roles, defined technology stack, negotiated contracts with external vendors and contractors, serving 45 countries in EMEA
- **At Deloitte, built two agile development teams** separately for Tax and Audit service lines, to create CEE Regional Center of Excellence serving 15 countries

Business Strategy / Operational Transformation

- Identified areas where **new digital tools** could yield **productivity increase** and **savings**
- Worked as a consultant on **strategy projects** for clients in multiple banks
- Getronics: after analysis of operational inefficiencies, created business case for investment, then project managed **new tool introductions** and new business process implementations
- NISZ (IT/Telecommunications Service Manager of Public Sector): as advisor to SVP of Strategy, supported the **merger of two organizations** (160+400 FTEs)

Innovation / Change Management

- Conducted research as **PhD in Computer Science**, contributed to patents as Researcher at **IBM**
- **McKinsey & PwC**: conducted **analysis** of business challenges and developed **recommendations** on investment plans, organizational changes, changes in processes, new tool introductions
- **Microsoft**: supported sales teams and consulting teams with digital transformation thought leadership (GDPR, AI, IoT, Blockchain, RPA, Cloud technologies and related regulatory changes)

Professional Experience

05.2019 –
Present

Citigroup

Director of Development for Automation and Data Analytics Solutions / EMEA Finance

- Leading a **fully agile** organization of **Data Specialists and Automation Developers** tasked with automation of processes. Team was scaled up from 3 to 40+ FTE with multiple teams over two years.
- Overseeing the development of solutions for **45 countries in EMEA region**. Migrating manual data preparation steps to data transformation workflows.
- Creating a globally recognized Center of Excellence for Digital Automation Solutions within Finance at Citi
- Representing EMEA in **global digital transformation initiatives** in Finance/Controllers domain.

Talluma Consulting Owner

10.2018 – 4.2019

- Supporting the CTO of Scandinavian **FinTech company with Change Management** of software engineering organization
- Working with CEO of Energy company to create novel **Industry 2.0 initiatives**, supporting directors to create their domain specific digital transformation strategies

Microsoft

04.2017 – 09.2018

Regional Technology Officer CTO / Digital Transformation Lead Advisor

- Working across **33 countries to drive Digital Transformation Initiatives**
- Supporting the **creation of Digital Strategies** with CEO, CTO, CIO level leaders
- **Advising top policymakers and government decision makers** on technological developments to create progressive policies and a regulatory environment that supports innovation and agility
- Acting as the lead advocate and advisor within CEE region on all aspects of Microsoft technology strategy as it relates to **digital transformation programs**

Selected achievements

- Contributed to the **Digital Strategy of Armenia** as advisor to relevant ministries and stakeholders
- Advised the **Cybersecurity Directorate and Government CIO Office of Romania** on the use of cloud technologies and related policies on data usage, security and data governance
- Supported and advised the **IT ministry of Albania** on creating new digital services for citizens

Deloitte

09.2015 – 03.2017

Chief Technology Officer CTO / Digital Transformation Leader

- **Building digital capabilities from zero**: creating **in-house agile software development** and delivery team of 20; establishing processes based on **Agile SCRUM**; establishing external partnerships
- **Technological / Digital thought leadership** within Hungarian Deloitte office.
- Creating operational and strategic investment budget; working with CFO on the business planning; **quantifying** operational, cost, and revenue impact of new projects
- Leading the **product development** of online SaaS service offering, IT tool development for tech-supported consulting service offering
- Overseeing the **technical delivery** of IT solutions, either via in-house development or with suppliers
- Driving the local adoption of **global technological solutions, best practice** knowledge exchange with international CTO colleagues

Selected achievements & projects

- Introduced technological solutions to improve the productivity of non-client-facing activities, raising **internal productivity** and decreasing operational costs with robotic process automation (**RPA**)
- Introduced **big data analytics** solutions to automate manual processes, improving the quality of audits on financial data; creating **data analytics team** from zero; defining technology stack
- Data analytic tools for auditors **rolled out across multiple CEE countries** of Deloitte partnership
- External tax compliance portal and service launched; multiple tools developed for tax advisors

Getronics

06.2013 – 08.2015

Leader of Strategic Initiatives and Business Analytics

- Identifying operational and organizational gaps to **increase efficiency** and more economical services
- Identification of service and process standardization opportunities to **reduce costs**

- **Leading** the Database, Reporting and Business Analytics **team** (SAP BA and MS SQL, SSRS tools)
- Assessed and introduced **new technology solutions** and tracked their adoption
- **Project portfolio management**: coordinating work of Product development, Service delivery, Workflow Automation, Reporting, Contact Center, Knowledge Management and Training teams
- **Strategic proposals** to Board level decision makers on efficiency improvement projects
- Supporting the yearly financial budget planning with CFO, **forecasting** and **resource planning**

Projects

- Leading '**Proactive Customer Care**' workstream of **1.5 m EUR project**; introducing NexThink remote support and monitoring tool for a portfolio of global clients, resulting in higher quality of service and faster response to technical incidents. Use of tool provided **unique selling proposition** on market. At one client, **28% reduction of incidents** within 3 months of use
- **Supporting the migration, customization, and roll-out** of ITIL – compliant Service Management (ITSM) tool - ServiceNow, which decreased the complexity of supporting global clients and the time required to develop customized automated processes workflows
- IT tools specification for **integrated management** of multichannel communications in Service Center
- Automation of processes with **BPMN tool (Cordys)** incl. identification of **cost savings**
- Supporting the selection of automated Asset Management tool / Software License Management tool, developing business case (SNOW Inventory, SNOW License Manager, NexThink)
- Worked with global CIO and General Manager of Global Service Centers to:
 - Introduce data analytics tool (Tableau) to allow **self-service data analysis**, instead of static reports
 - Introduce voice-based authentication system for clients, **reducing service center call times**, improving **productivity** of service staff
 - Introduce new project management tool to track tasks, time allocation and costs, thereby **improving transparency**

National Infocommunications Service Company (NISZ Zrt.)

11.2010 – 06.2013

Senior Strategic Advisor and Project Manager – reporting directly to CEO

- Leading **internal efficiency** improvement and transformation initiatives, organizational change, IT consolidation, and **pre / post- merger transition** projects
- **Project management**: coordinating work of team on merger project: IT operations and investments, finance / accounting / controlling / asset management
- Supporting the **pre-merger** of two organizations, working directly with e.g. the Strategy SVP, CFO, COO:
 - **Financial planning and audit**: business model, 5-year financial plan, pricing
 - Working with CFO & IT teams to **drive and manage the changes** in the ERP and Reporting systems
- Technology and system **diagnostics**: from system evaluation to overseeing implementation
- Performing internal cross-functional operational business **process efficiency diagnostics**; supporting redesign of processes, project proposals, supporting CEO in decision making
- Specification of business process management automation tool, documentation of internal processes with BPMN, overseeing BPMN training

Projects

- **Introduced change in financial and reporting** IT systems and processes, developing new features
- Introduced **electronic document management system**
- **Modernized** invoicing and billing processes and related business processes
- **5-year** capital and operational expenditure plan for IT assets based on life-cycle management principles
- Supported the introduction of **Management Information System (MIS)**

PricewaterhouseCoopers

06.2009 – 11.2010

Assistant Manager

Consulting

- **Report** on Hungarian electronic manufacturing industry, **Survey** of Hungarian SSC sector
- **Analysis** of Hungarian market **for possible entry** of electronic payment service providers (based on EU directives and Hungarian legislation) and related Internet banking market
- **Financial analysis** of indebted Hungarian municipal sector
- Report on sustainability, green public procurement, harmonized supply chain management

Business development

- Co-Author and coordinator of **proposal preparation for tenders**
- Managing client / subcontractor relationships, liaising with international partner firms, topic experts

Knowledge management

- Managing and coordinating the document repository of Hungarian Advisory service line
- Driving **knowledge management initiatives** (capture, archival, retrieval)

Authoring analysis reports

- **Strategic importance** of Electronics manufacturing industry for American Chamber of Commerce
- **Impact of EU Directive** on Electronic Payment Services (PSD) in financial institutions
- **Municipal bond situation** and impact due to financial crisis
- **Feasibility of establishing** a National Asset Management agency to address non-performing financial assets, due to financial crisis

McKinsey and Company

09.2007 – 05.2009

Management Consultant Associate

- **Industry exposure:** Banking (Ops & IT), Telecommunications / Media, Electricity and Natural Gas
- **Functional exposure:** Organization design, Governance (SOX / Basel II compliance), Sales force / Talent management, Customer Relationship / Life-cycle Management (CRM / CLM), Management Information Systems, Lean Application Development, IT Infrastructure Design, CO2 Reduction
- **Assessing financial impact of merger** of 2 major German financial institutions
- **Redesigning** the organizational structure of a financial institution for customer-centric operations
- Creating tool to support the **sales incentive system** introduction for front-office bank workers

IBM T.J. Watson Research Center

2003, 2004

Summer Researcher in Mobile and Wearable Computing Group

- Invented, implemented and evaluated **eyes-free user interaction methods** for AR and VR
- **Prototyped cursorless graphical user interface** on mobile and watch-computer platforms
- **Designed / prototyped** authentication system and user interface for mobile and wearable platforms

Education

Columbia University, Computer Science Department

2007

Ph.D. Degree in Computer Science, M.Phil. Degree, Research Assistant

Columbia University, Graduate School of Arts and Sciences

2001 – 2004

M.Sc. Degree in Computer Science, 1st year as Fulbright Research Scholar

Technical University of Budapest

1995 – 2000

M.Sc. Degree in Electrical Engineering, Telecommunications Engineering

Swiss Federal Institute of Technology Lausanne (EPFL)

2000 – 2001

Pre-Doctoral School in Communication Systems

Technical University of Budapest & State University of New York at Buffalo

1999

Engineering Management – course & seminar by SUNY School of Management

Technical University of Denmark

1999

Creating Innovative Products for Global Markets – program on product development

Additional Information

Languages

Fluent **English**, intermediate **German** and **French**, native **Hungarian**

McKinsey trainings

‘Mini’ MBA – Finance and other Economic subjects – Internal McKinsey training
BCR – Basic Consulting Readiness
Leadership Workshop

Technologies

Microsoft Certified Application Developer / Microsoft Certified Professional (MCAD, MCP) – MCP ID #3828168
Microsoft Office, PowerBI, KNIME, Tableau business analytics, RPA, Microsoft SQL Server Analysis Services, SAP BI, Lumira, SAP Business Objects, SaaS tools

Extensive software development experience (10+ years) for Windows and Linux desktop, mobile platforms. Proficient in programming (C, C++, C#)