

Rohit Nikam

Head of Information Technology

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SUMMARY

Accomplished IT executive with 16+ years of experience driving technology innovation across multiple domains, including Digital & AI Transformation, Data Analytics, Process Automation, and Cloud Infrastructure (AWS/Azure, On-Prem, Private Cloud). Expertise in leading Customer Data Platform (CDP) & Enterprise Integration, Cybersecurity & Privacy Compliance, IT Governance, and Risk Management initiatives. Proven track record in Agile Program & Portfolio Management, as well as in building strong relationships with stakeholders and strategic partners.

Skilled in crafting both short- and long-term Digital, Data, and AI strategies aligned with business goals to optimize decision-making and drive organizational growth. Adept at managing complex enterprise systems, Omnichannel & Digital customer engagement, and DataOps, with a strong background in budgeting and financial oversight.

Successfully improved sales by 15% through streamlined client onboarding, and reduced data processing time by 32% through a comprehensive IT infrastructure overhaul. Now seeking to leverage strategic leadership expertise in a senior IT leadership role to continue driving impactful change and innovation.

EXPERIENCE

Head of Information Technology

Falcon Insurance Public Company Limited, FairFax Company

05/2023 - Present Bangkok, Thailand

Falcon Insurance, part of Fairfax Holdings, has provided non-life insurance in Thailand since 2007.

- Leveraged customer analytics and transaction data to design targeted offerings and improve digital engagement.
- Lead AI/ML implementation (e.g., chatbots, LLMs, MS Copilot, RPA automation), establish MLOps and responsible-AI practices
- Executed **digital platform modernization**, aligning legacy systems with e-commerce enabled solutions for insurance and TPA operations.
- Partnered with business units to enhance user journeys, creating **seamless customer experiences** across web, mobile, and agent portals.
- Led end-to-end implementation of an online sales platform, increasing conversions and enhancing customer experience.
- Design and integration of multiple enterprise systems, **significantly improving operational efficiency**.
- Championed IT risk management efforts, focusing on KRIs and compliance with regulatory standards, supporting audits and regulatory adherence.
- Mentoring to develop high-skilled and collaborative cross-cultural teams.
- Presenter of IT Steering Committee, Member of the Risk Committee, and Personal Data Protection Officer.
- Actively engaged in vendor assessments, management, and the implementation of solutions.

Assistant Vice President - Information Technology

Tata AIA Life Insurance

11/2022 - 04/2023 Mumbai, India

Tata AIA Life is a joint venture company, formed by Tata Sons Pvt. Ltd. and AIA Group Ltd. (AIA). AIA's presence as the largest, independent listed pan-Asian life insurance group in the world spanning 18 markets in the Asia Pacific region.

- Omnichannel & E-commerce: Integrated CRM, OMS, and payment systems, website, mobile app, and call-center workflows to enhance digital client engagement and end-to-end customer experience.
- AI/ML transformation from conceptualization to implementation for measured business outcomes.
- Expert in change management and stakeholders collaboration across different verticals & across countries, partners.
- Payment Gateway & Digital Sales Integration.
- Oversee cloud infrastructure, cybersecurity, compliance, and FinOps management.
- Managing a techno functional team to build business vertical.
- Developed and fostered execution of a long-term growth strategy IT projects & operations.
- Re-engineer the client on-boarding process from inception to conclusion, increase the speed of the customer onboarding time by **80%**
- Organized training sessions for executives and business partners to improve efficiency and remove friction between global IT and business operations.

KEY ACHIEVEMENTS

- Digital Transformation**
Digital & AI Transformation: Led Digital & AI Transformation: Enhanced ERP, BI, Analytics, and Omnichannel platforms, boosting efficiency by **60%**.
- Technology Automation**
Achieved **43%** automation in overall processes saving **156 man-hours** per month and cost reduction with **94%** accuracy using state-of-the-art technologies such as machine learning (ML), artificial intelligent (AI), Robotic process automation (RPA)
- Revenue Generation**
Delivered key projects from conceptualization to completion generating revenue of **\$3.2 million** in a year
- IT Service Delivery**
Consistently achieved **96%** SLA for Incident Management, **90%** SLA in change management & **95%** in Service requests
- Information & Data Security**
Implemented enterprise-wide information security controls using **ISO/IES 27001:2013, SOC2 Type2** and other security compliance strengthening IT assets security along with **Cyber Insurance** lowering overall Organizational risk significantly.

STRENGTHS

- Effective communication
- Strategic Thinker
- Strong problem-solving skills
- Team Building & Leadership
- Analytical skills
- Strong IT Governance
- Budgetary & Cost Control

SKILLS

Management & Technical Skills

- People Management
- Digital & AI Transformation
- APIs & Integrations
- Core Systems Integration & Transformation
- Data-driven Decisions
- Budgeting
- Omnichannel Customer Experience
- Agile Project Management
- Risk Assessment
- IT Service Delivery
- Vendor Management

EXPERIENCE

Vice President - IT Head

Paramount Health Services & Insurance TPA Pvt. Ltd

09/2011 - 11/2022 Mumbai, India

Paramount Health Services & Insurance TPA Pvt. Ltd. is one of India's leading Third Party Administrators (TPA). Paramount Group have presence in 4 markets globally.

- Work closely with organizational leadership, including **board of directors**, to strategically affect the direction of operations
- Research, develop, and execute **technical roadmap** and rollout plan for **insurance digital ecosystem** inline with company's technology vision, strategy, and resource planning ensuring alignment with its business goals
- Spearheaded team of **100+** technical professionals over **200+** projects
- Identify, select, and implement robust, secure, and cost-effective technology solutions adhering regulatory standards and meeting business expectations
- Recommended new technological, architectural improvements, design solutions and integrations resulting **60%** increased efficiency
- Managing technology budgets and time frames
- Ensured efficiency, effectiveness, and viability of all IT systems and tech processes
- Reformed an IT **cybersecurity** department to improve operational efficiency and guarantee **24/7/365** availability of critical services

Senior Process Associate / Team Lead

Tata Consultancy Services

04/2010 - 09/2011 Mumbai, India

Tata Consultancy Services is an Indian multinational information technology services and consulting company with its headquarters in Mumbai.

- Managed and supervised more than 25 projects during project migration and transition phase in a critical business changeover
- Led a team of 5 associates, and resolved project issues efficiently
- Worked with project manager, business heads and team members to provide detailed project reports and milestone updates

Software developer

Paramount Health Services & Insurance TPA Pvt. Ltd.

01/2008 - 04/2010 Mumbai, India

Paramount Health Services & Insurance TPA Pvt. Ltd. is one of India's leading Third Party Administrators (TPA). Paramount Group have presence in 4 markets globally.

- Software Development using Microsoft Technologies, C#, VB .Net and ASP .Net, Oracle, SQL server
- Gathered and defined customer requirements to develop clear specifications for creating well-organized project plans
- Trained new developers and programmers on company standards for design and review

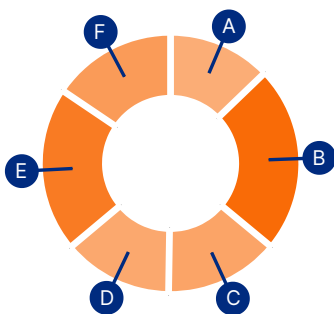
CERTIFICATION

ITIL® Foundation V 4.0 - IT Service Management | Axelos | 2019

Data Visualization and Storytelling | dun & bradstreet | Feb '21 - Mar '21

Global Certification in Data Science & AI | INSAID

MY TIME



- A** Research & development; Reading, Staying up-to-date with new technologies
- B** Strategy & Planning
- C** Execution & Monitoring
- D** Innovative product/process design
- E** Building a winning team: hiring & retention
- F** Security: audits & pushing the organization to be ready for new threats

EDUCATION

Master of Business Administration (distance learning)

Welingkar Institute of Management Development & Research

Bachelor of Engineering

Pune University

LANGUAGES

English

ADDITIONAL SKILLS

Administrative

MS Office Suit

Microsoft Visio

MS Project

Project Management

Jira

Confluence

kanban board

Kubernetes

docker

Front End & Backend Technology Stack

Asp .net

HMTL5

ReactJS

Node.js

Wireframe

Microsoft Visual Studio

Oracle

MS-SQL

PostgreSQL

API

Microservices

Automations

AI

ML

OpenAI

n8n

LLMs

MS Copilot

RPA

Chatbot

Google Studio

Cloud Platforms

Microsoft Azure

AWS

Python

TensorFlow

OpenCV

Computer Vision S2