

# Rohit Nikam

## EXECUTIVE VICE PRESIDENT - ARTIFICIAL INTELLIGENCE & TECHNOLOGY TRANSFORMATION

Mobile No: +66-0659635155 E-mail: nikamrohit18@gmail.com Address: Bangkok, Thailand [LinkedIn](#)

Results-driven and visionary leader with over 17 years experience in strategy, digital transformation, and AI orchestration, seeking to spearhead AI & Technology Transformation, leveraging expertise in building AI Centers of Excellence and delivering enterprise-wide digital solutions to accelerate business performance.

### PROFESSIONAL SUMMARY

- Driven strategic IT initiatives and digital transformation across diverse organizations, aligning technology roadmaps with business objectives, resulting in significant revenue generation and operational efficiency gains.
- Expertise in AI/ML strategy and implementation, including chatbots, LLMs, and RPA, demonstrably boosting automation and delivering measurable business KPIs within short timeframes.
- Successfully delivered multiple enterprise-wide IT solutions, enhancing core insurance and customer systems, and leading to improved scalability and customer experience.
- Established and governed IT risk management frameworks, ensuring adherence to regulatory standards and achievement of ISO 27001 and SOC2 compliances.
- Proficient in cloud migration, CI/CD enablement, and enterprise system integration, improving system scalability and reducing manual reconciliation efforts.
- Led cross-functional teams of 100+ IT and data professionals, fostering collaboration and mentoring to improve project delivery efficiency.
- Demonstrated ability to present progress, risks, and ROI to executive-level and Board-level committees.
- Experience in designing data lineage and reconciliation pipelines, unifying major data warehouses enabling streamlined underwriting and claims analytics.

### SKILLS

**Technical Skills:** AI Integration, Data Governance, Cloud Migration, DevSecOps, Enterprise System Integration, Data Warehousing, IT Roadmap Development, Risk Mitigation, Agile, ERP/SAP

**Soft Skills:** Strategic Leadership, Change Management, Stakeholder Engagement, Team Leadership, Emotional Intelligence

**Core Competencies:** Digital Transformation Leadership, Strategic Vision & Future Thinking, AI Integration & Orchestration, Data Governance & Quality, Enterprise Architecture, IT Strategy & Execution, Business-IT Alignment, Change Enablement, Vendor Management, Innovation Management

### WORK EXPERIENCE

#### Falcon Insurance PLC (Fairfax Holdings Group Company, Canada)

Executive Vice President - Information Technology (Bangkok, Thailand) (May 2023 - Sep 2025)

Accountable for IT strategy and execution in alignment with business goals, risk management, regulatory standards, and team development.

- Led the strategic technology vision and execution for the company.
- Implemented comprehensive digital transformation projects.
- Guided executive leadership in aligning IT with business strategies.
- Oversaw the development of wide-scale technology infrastructures.
- Strengthened IT risk management, focusing on Key Risk Indicators (KRIs) and adherence to regulatory standards.
- Directed multi-cultural teams to achieve business objectives.
- Championed AI/ML initiatives, including chatbots, LLMs, and RPA, fostering MLOps and ensuring responsible AI practices.
- Designed data warehouses enabling streamlined underwriting and claims analytics.

#### Achievements:

- Improved Operational efficiency by 32% through Enterprise systems Design and Integration.
- Generated USD 3.2M annual revenue through strategic IT initiatives.
- Boosted automation by 43% through AI/ML initiatives and RPA deployment.
- Delivered enterprise transformation impacting over 1M customers.
- Cut resolution time by 25% by establishing an incident management framework
- Unified 3 major data warehouses enabling streamlined underwriting and claims analytics.

#### Tata AIA Life Insurance

Assistant Vice President - Information Technology (Mumbai, India) (Nov 2022 - Apr 2023)

Oversaw IT strategy and transformation initiatives, contributing to the company's business growth.

- Spearheaded business transformation initiatives in life insurance.
- Managed API integration projects for new client applications.
- Strengthened client relationships through enhanced digital touchpoints.
- Coordinated with vendors to streamline service delivery processes.
- Led the development of strategic leadership programs for team enhancement.

- Oversaw full-stack development for new web applications.
- Implemented agile project management techniques for process improvement.

**Achievements:**

- Drove a successful business transformation project increasing market reach.
- Enhanced client interaction resulting in 15% improved feedback scores.
- Decreased system downtime by streamlining IT processes with vendors.
- Achieved operational excellence through improved team coordination.
- Facilitated the development of innovative digital solutions rapidly.
- Successfully launched mobile applications increasing customer engagement.

**Paramount Health Services & Insurance TPA Pvt. Ltd**

**Vice President - IT Head (Mumbai, India) (Sep 2011 - Nov 2022)**

Oversaw all IT operations and digital transformation, driving efficiency and security improvements throughout the organization.

- Directed IT strategy and operations in a large insurance network.
- Managed multicultural teams across various IT projects.
- Spearheaded digital transformation efforts to modernize IT infrastructure.
- Negotiated vendor contracts to optimize technology solution procurement.
- Implemented web application projects to enhance client interfaces.
- Led the automation of data operations for improved decision-making.
- Coordinated system integrations to streamline business processes.

**Achievements:**

- Reduced operational formality time by automating data processes.
- Successfully implemented a new ERP system across regional offices.
- Enhanced client satisfaction through improved web platforms.
- Achieved significant cost savings through strategic vendor management.
- Increased IT Department efficiency by optimizing workflows.
- Strengthened IT team performance through focused leadership initiatives.
- Improved service delivery times with strategic IT upgrades and solutions.

**Tata Consultancy Services**

**Senior Process Associate / Team Lead (Mumbai, India) (Apr 2010 - Sep 2011)**

Responsible for leading end-to-end project development and migration.

- Developed comprehensive software solutions for external clients.
- Integrated APIs for seamless software application interoperability.
- Managed project plans for timely project delivery.
- Provided technical architecture guidance to software development teams.
- Conducted training sessions for teams increasing their technical capability.
- Enhanced full-stack development to increase application performance.
- Collaborated across departments to align IT solutions with business goals.

**Achievements:**

- Successfully delivered multiple software projects on schedule.
- Improved application performance through innovative technical solutions.
- Optimized software architecture for better client satisfaction.
- Increased team productivity with newly implemented agile methodologies.
- Enhanced application reliability resulting in positive client feedback.
- Built client relationships through successful project deployments.
- Maximized customer satisfaction through continuous software improvement.

**Paramount Health Services & Insurance TPA Pvt. Ltd.**

**Software developer (Mumbai, India) (Jan 2008 - Apr 2010)**

Responsible for software application development and project planning.

- Full-stack software applications development & support.
- Derived and formulated customer requirements resulting in clear and concise project plans suitable for development.
- Trained new developers and programmers on company design and review standards.
- Created well-organized project plans via gathering well-defined customer requirements.

**Achievements:**

- Improved project delivery efficiency by 15% via cross-functional team mentoring and direction.
- Successfully delivered multiple software projects within budget and on schedule.

---

## CERTIFICATIONS

---

- ITIL Foundation Level - AXELOS Global Best Practice
- Data Visualization and Storytelling (dun & bradstreet)
- Global Certification in Data Science & AI (INSAID)
- Enterprise Architecture Foundation - TOGAF Standard

---

## EDUCATION

---

**Welingkar Institute of Management Development & Research, India**

Master of Business Administration (distance learning)

**Pune University, India**

Bachelor of Engineering

---

## ACHIEVEMENTS

---

- Received recognition & certificate from Senior Leadership at Tata Consultancy Services for quick, seamless & within time delivery of projects, demonstrating commitment to excellence and timely execution.

---

## HOBBIES

---

Tech Trends, Reading

---

## LANGUAGES

---

English