

# Akshay Upadhye

Highly experienced and influential leader with track record and reputation of delivering IT and digital strategies

**Phone:** +44 (0)7891930717

**email:** [akshayupadhye@gmail.com](mailto:akshayupadhye@gmail.com)

**Availability:** Greater London

**Nationality:** British

## Executive Summary

Over 20 years experience of designing & implementing sustainable transformation strategies for organisations that need to become more agile, data driven and digitally engaged.

I solve the biggest challenges facing organisations as they digitally transform, securing a reputation for leadership and delivery. My contribution enables the business to realise a sustainable market competitive advantage, measured tangibly onto the business bottom line. My reputation is underpinned by a cumulative experience exceeding 20 years in managing IT operations and working with Business Unit IT Heads to deliver major technology transformation initiatives. Employed by both small niche businesses through to private equity owned entities and world recognised brands like Rolls Royce, SKF and Barclays - further highlighting my ability to traverse sector, culture, situation and scale successfully.

## AREAS OF EXPERTISE

- People Leadership (+500 FTE)
- Strong budgetary management skills (+£200m)
- Excellent communication skills, able to engage at all levels of the organisation
- Strong strategy development skills
- Extensive experience of working at board level
- Experience in designing new IT operating model
- Deep expertise in management of IT operations and third-party service providers
- Leading transformational programmes

## Employment History

**Freelance**

**Chief Information & Digital Officer**

June 2012 till date

Interim & Consulting assignments, see individual assignments below.

**Santander Bank** – Reporting into the ExCo, driving a major IT transformation programme, primarily in Retail and Corporate with aim to rationalise applications in the area of mortgage technology, CRM, business intelligence (BI) and data strategy. Review of on-premise data centre applications and develop migration strategy to Cloud (AWS) in collaboration with EA & CISO. Set-up & lead various governance forums to review business cases, spend requests and major transformation milestones.

**DAZN** – Reporting into the efficiency board comprising of ExComembers, responsible to define and implement a Content Delivery Network (CDN) strategy to enhance user experience. Review existing CDN providers performance across various ISPs and used data to develop a scalable CDN strategy and business case for 'Buy v Build' growth strategy.

**SKF AB** - Sponsored by the CFO reporting to an Executive Management Steering Board. Led implementing a new operating model for IT Service delivery to lay the foundation for Industry 4.0 and deliver a scalable / agile technology function to support the vision of transforming from a product company to a services company. Developed strategy for migration from legacy (Mainframe) systems to new modern technologies.

**EC English** - Developed 3-year digital transformation & cloud strategies. With a €3m CAPEX budget, student conversion was improved by a forecasted 25% due to enhanced student facing systems. Presented the business case to the supervisory board and managed to seek funding for the transformation programme.

**Unit 4 Business Software** - Sponsored by the CFO, led delivery of operational SLA/KPI performance uplift >60% in a fully end to end IT outsourced delivery model. Implemented SRM function.

**One America Insurance** - Streamline/turnaround a complex multimillion \$ IT transition and transformation (T&T) programme within a politically charged business that was faltering.

**Vorwerk** - In a failing end to end IT outsourced contract and escalating €10m legal impasse, was successful in breaking deadlock, establishing a forward operating model & supporting financial management process covering 17 business units / subsidiaries globally integrated into SAP. Delivered a successful data strategy to streamline internal IT recharge model.

**Morrison Utility Services (now M Group)**—Led development of a service management framework based on ITIL and delivered financial gains >12% (£10M on £85M IT spend) reduction in IT operations, networks, infrastructure and application support areas.

**Local World Limited** - Responsible for delivering a major digital transformation programme for being a fully digital first newspaper. Implemented self-service capabilities and data driven dashboard for businesses to get RoI transparency on their digital advertising spend. Legacy applications and infrastructure migration delivered operating cost reduction >40% to fund the digital transformation investment delivering revenue growth. Delivered a MDM strategy to provide 360° customer view.

**Lloyds Banking Group**—Delivered complex divestment of Sainsbury's Bank from HBOs. Analysis of technology supporting Sainsbury's Bank services and delivery of migration plan supported by TSA.

**Deloitte Management Consultancy**      *IT Strategy Consultant*      Sep 2011 to Jun 2012  
Working alongside Rolls Royce IT & Procurement functions, I was responsible to deliver a highly complex and aggressive IT Transformation Programme. Also, responsible to manage stakeholders globally impacted by the transformation and ensure regular communications with them to provide updates and maintain transparency.

**Barclays Bank plc**      *IT Sourcing Manager*      Aug 2009 to Aug 2011  
Sub-category lead for £500M annual spend globally. Negotiated contracts with 3<sup>rd</sup> party suppliers to put in place the PSL that delivered over £25M savings in the first year and projected to increase to £50M from year 2 onwards.

#### Early Career

<b>Hays plc</b>	<i>Business Consultant</i>	Jun 2009 to Jul 2009
<b>Alsbridge plc</b>	<i>Senior Consultant</i>	Dec 2007 to Mar 2009
<b>Source Paradigm Limited, UK</b>	<i>Principal Consultant</i>	Feb 2007 to Dec 2007
<b>UBICS Technologies</b>	<i>Project Manager</i>	Mar 2005 to Feb 2007
<b>Source Quest AP Consulting</b>	<i>Senior Consultant</i>	Sep 2002 to Jan 2005
<b>Brainswave Technologies</b>	<i>Project Manager</i>	Feb 2000 to Jul 2002
<b>Genesis Infotech</b>	<i>Project Manager</i>	Aug 1998 to Feb 2000
<b>Unidata Systems Inc</b>	<i>Project Manager</i>	Jan 1997 to Aug 1998
<b>Unicorp Industries</b>	<i>Marketing Executive</i>	Jan 1996 to Dec 1996

#### Qualifications: Academic & Professional

<b>Academic:</b>	Bachelor of Engineering in Electronics- University of Pune, India.	1995
<b>Professional:</b>	Certified IS Auditor (CISA) Certified Internal Auditor for ISO 9001	