

DEEPAK JOSEY

17 years of enviable exposure, covering a wide spectrum of IT Strategy, Transition & Transformation, Digital Innovation, Operations Optimization, Systems implementation, Outsourcing and Delivery Excellence, Deepak currently holds the position of a Managing Director in XYZ, handling APAC Application Services, revolving around Automation & Process Deployment Mobilization Lead including Transition & Transformation, he is the Program Director for a Digital Innovation program that XYZ is driving for a key client in Singapore. Deepak has been recognised as one the most passionate and inspiring leaders of XYZ in the year 2016.

Working closely in FMCG, Resources, Communications & High Tech, Logistics sectors and Government organisations, across Singapore, Malaysia, Thailand, Vietnam and Indonesia, Japan, UK, Australia and USA, Deepak has the experience to blend in with Leaders who carry a wide and varied cultural backgrounds. Apart from IT Strategy that he holds very close to his heart, consulting work in relation to HR transformation, human performance and organization effectiveness are also his niche.

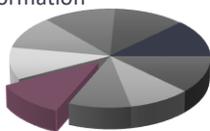
He plays a very critical role in establishing successful operations of over 50 delivery units in APAC driving revenues of over \$500M and his Sales acumen compliments his achievements with \$150M of sales as the Sales Director and created a stir with his innovative and cost effective industrialization and innovation program which resulted in \$5M for 3 consecutive years as Cost Savings and Profits to the Company.

WORTH MENTIONING MILESTONES :

- Recognized by the CEO Pierre Nanterme of XYZ as on the Top 4 Inspiring Leaders and the only from the APAC region
- Awarded the SG50 Patron of Arts Award for two consequent years 2015 and 2016 for the work spearheaded by Deepak as Program Director of Innovation at the National Gallery Singapore.
- Selected to be part of the XYZ ASEAN Future Leaders team – a program targeted at grooming the next generation leaders of XYZ
- A global leadership survey conducted placed Deepak as one among the Top Ten Singapore Leaders of XYZ.
- Found his place among Chairman of the XYZ Practice Meet Committee; Member of the XYZ Charity Committee, and XYZ Dinner and Dance Committee
- Active member of corporate citizenship initiatives on the theme of “Skills to Succeed”. Some past work include conducting workshops for students at risk working with Junior Achievement (JA) Singapore, developing programs for autistic youth with YMCA and organizing activities jointly with CARE Singapore to reward less privileged children.
- High Flyer Award for work done on large outsourcing project with global FMCG player.
- Partner’s Award for outstanding contribution to Government Operating Group.
- Delivered over 40 training programs within XYZ covering a wide range of topics from Delivery excellence, Leadership Techniques, Effective Communication, Financials Management and Cultural awareness. Consistent training effectiveness score of 4.6 and above upon 5.

CORE COMPETENCISE

- Application Services
- IT Strategy
- IT Service Management
- Business Transformation
- Outsourcing
- Mobilization
- Sales
- Service Delivery
- Quality Control



LIFE OUTSIDE XYZ :

- Deepak loves music and is currently pursuing Vocal Indian Classical and adorns the stage as a Lead vocalist in the Singapore Indian Orchestra and Choir since 2000. He has also performed live on stage and television accompanied by his band in Singapore, Hong Kong, Malaysia, Moscow and Mexico.
- He holds community work very close to his heart and is an active Grassroots Leader at the neighborhood grassroots committee (NC) driving social programs such as blood donation drives and safety campaigns.
- He has also designed and created a cloud based software solution for pre-schools for administration and communication which is used by his daughter’s preschool and extended to other centres.
- Deepak is an avid traveler and has visited 25 countries.



VERTICAL GROWTH :

SINCE 1999 - XYZ P LTD SINGAPORE

Since June 2014

Program Director - Digital Innovation at the National Gallery Singapore

Since June 2014

Managing Director - APAC Lead Application Services Mobilization

May 2015 to August 2015

Director-Digital Transformation Roadmap and Innovation Strategy

2010 – 2014

ASEAN Mobilization and Delivery Excellence Lead

2013 – 2014

ASEAN Services Workforce Lead

2011 – 2014

Engagement Delivery Lead

2010 – 2013

ASEAN CMT Outsourcing Sales Director

2007 – 2009

HR Transformation Territory Manager for Large FMCG Client

1999 – 2006

Project Manager/Consultant – Varied Projects

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Program Director – Digital Innovation at the National Gallery Singapore

XYZ collaborated with the National Gallery, Singapore to combine the best of digital innovation with the draw of visual arts to help the Gallery become one of the top art destinations in Southeast Asia. Deepak is the Program Director for this multiple award winning Innovation program. He has led numerous digital projects panning the breadth of XYZ's digital capabilities around Mobility, Analytics, Cloud and User Experience. Some of the notable achievements of the Innovation program include:

- A holistic Digital blueprint for the Gallery to position the Gallery to be world class
- State of the art Gallery Explorer mobile app which integrates with over 700 beacons at the Gallery to provide a differentiated visual experience incorporating location sensing and navigation
- Innovative analytical models to help with crowd simulation and Gallery visitor planning
- Social media analytics and insights for various Gallery marketing campaigns
- A C-Suite Dashboard to provide 360 degree insights into Gallery's key metrics and future oriented outlook
- Future initiatives around Augmented reality, Image Recognition and Virtual Museums.

XYZ has been awarded the Distinguished Patron of the Arts Award for two consecutive years (2015 and 2016) - a highest honour accorded by the National Arts Council. XYZ was also awarded the SG50 Patron of the Arts award for the innovative work done at the Gallery.

Managing Director - APAC Lead Application Services Mobilization

Deepak leads XYZ's Application Services Mobilization work across APAC covering ANZ, Japan, South East Asia and Greater China regions.

Deepak manages a broad portfolio that includes a wide spectrum of application services ranging from AO/IO Outsourcing Mobilization, SI Mobilization, Mobilization for Digital and Cloud, Service Management as a Service, People Transfer Services, Merger/Acquisition Transition services and Cross Vendor Service Integration Advisory Services.

Director - Digital Transformation Roadmap and Innovation Strategy

Deepak led the creation of the overall Digital Transformation Roadmap and Innovation Strategy for a major entertainment and destination resort in Singapore.

Through an organized series of structured workshops, discussions and creative idea generation, Deepak and his team were able to provide a holistic strategy (short term and long term) to drive a differentiated customer experience and engagement.

This Digital Strategy was endorsed by over 25 senior VPs and Directors from various business in the client organization. The proposed roadmap by XYZ is being executed with CEO sponsorship. This project was given a satisfaction score of 5/5 by the key sponsor for the workshop.

ASEAN Mobilization and Delivery Excellence Lead

Managing this portfolio between 2010 and 2014, accountable for establishment of new operations teams in the region, Deepak has established over 30 delivery units in ASEAN driving revenues exceeding USD 200M in ASEAN

Establishment of new operations includes offshore center's in India, Philippines, China and Argentina and dealing with complex cross border interactions and touch points. Focus on service excellence using ITIL aligned processes and tools and superior execution

ASEAN Services Workforce Lead

Overseeing the Services workforce employee engagement portfolio across ASEAN covering over 250 employees, Deepak has driven core initiatives in relation to Careers, Communications, Community activities and Culture to bring a cohesive services engagement framework

Engagement Delivery Lead

Spearheaded two outsourcing engagements in ASEAN spanning SAP, PeopleSoft and proprietary technologies. Remaining accountable for annual revenues upwards of SGD 11M in this role, he set into action, offshore delivery teams in Philippines and India handling challenges in a cross cultural environment and dealing with Senior Directors from global teams

ASEAN CMT Outsourcing Sales Director

Deepak initiated and executed sales campaigns in 5 different sectors, resulting in a spike of over SGD 30M over 2 years in sales. In addition, he worked closely with other industry leads to drive outsourcing sales campaigns in the region driving sales pipeline of over SGD 40M in 2013.

ASEAN Profit & Quality Improvement Program Lead

Deepak implemented targeted innovation and industrialization initiatives such as use of solution factories, pyramid and location optimization, commercial levers, efficiency of third party sub-contractors and execution of training programs, directly influencing ASEAN Profit and Quality Standards, and generated cost savings of over SGD \$5M year on year.

HR Transformation Territory Manager for Large FMCG Client

Responsible to transform HR operations in the region for client's in-house HR teams, covering 6 countries including Singapore, Malaysia, Indonesia, Vietnam, Taiwan and Thailand. He created an innovative approach benchmarking countries against one another in the transformation journey leveraging visibility of global HR leadership teams, driving SGD 20M in operational savings for the client.

Project Manager/Consultant – Varied Projects

Handling delivery and sales as an Analyst in-between 1999-2001, Consultant in-between 2001-2004 and Project Manager in-between 2004-2006, Deepak was involved in many large scale high impact projects that included a Civil Service Training and Administration System implementation, Nation-wide School Cockpit administration platform as well as an SAP implementation for a large government organization in Singapore. He also spearheaded short term consulting engagements that included design of a Website for a leading global private bank, designing a process model for high wealth customer engagement for a large gaming industry client and designing of a CRM user experience for a large government client in Singapore.