

SUMMARY

AI partner to enterprises, working alongside leadership and teams to deeply understand how the business operates and where it can run smarter. I analyse end-to-end processes, identify high-impact opportunities for AI, and design practical solutions that streamline workflows, reduce manual effort, and improve decision-making. The focus is on measurable business outcomes—faster cycles, fewer errors, and scalable operations—through AI-assisted development, intelligent automation, and targeted AI integrations that fit how your organisation actually works.

AI FOCUS

- Partnering with leadership to shape enterprise AI strategy
- Discovering and mapping processes to find AI opportunities
- Designing AI-powered workflows that reduce manual effort
- Building practical AI assistants and automation for teams
- Prioritising AI use cases based on business impact and ROI
- Guiding organisations through AI adoption and change management

SKILLS

AI Partnership & Strategy (Expert)

Process Discovery & Mapping (Expert)

AI Opportunity Assessment (Expert)

Solution Consulting (Expert)

AI & Automation (Advanced)

IT Operations (Expert)

Enterprise Outsourcing (Advanced)

Cloud Platforms (Advanced)

Project Management (Advanced)

EXPERIENCE

AI Partner & Consultant • Singapore IT Services Pte Ltd

2020 — Present

Singapore

- Act as AI partner to enterprises, helping leadership and teams identify where AI can improve operations.
- Advise clients on AI adoption strategies and implement AI-driven solutions to optimise business processes.
- Design and deploy AI-powered assistants, automations, and decision-support tools tailored to each organisation.
- Lead AI training workshops and guide organisations through change management for AI-led transformation.

Digital Transformation & Automation Consultant • Singapore IT Services Pte Ltd

2015 — 2019

Singapore

- Shifted focus from pure infrastructure to process-centric consulting and workflow optimisation.
- Mapped end-to-end business processes and introduced automation, scripting, and cloud tools to remove manual steps.
- Collaborated with business stakeholders to define outcomes, KPIs, and success metrics for transformation projects.

Senior Systems Engineer & Consultant • Singapore IT Services Pte Ltd

2008 — 2014

Singapore

- Led infrastructure and systems engineering projects for small and mid-sized enterprises in Singapore.
- Designed and implemented secure, reliable on-premise and early cloud environments for clients across industries.
- Worked hands-on with servers, networks, and endpoints while advising customers on IT best practices.

Senior Systems Engineer • Avanade Asia Pte Ltd

2005 — 2008

Singapore

- Supported enterprise IT infrastructure and operations across APAC.
- Delivered upgrades, migrations, and IT projects for clients such as British Telecom, MediaCorp, AIA, Changi General Hospital.

Software Developer • PMR Software Technology Pte Ltd

2001 — 2005

Singapore

- Developed and deployed enterprise applications.
- Supported UAT and implemented client-facing solutions.

Software Developer • Software Technology International

1999 — 2001

USA

- Developed and deployed enterprise applications.
- Supported UAT and implemented client-facing solutions.

EDUCATION**MBA • Information Technology**

Annamalai University, Singapore

2005 — 2007

Bachelor of Engineering • Electronics & Communication

National Engineering College, India

1995 — 1999

University Gold Medalist

CERTIFICATIONS**Project Management Professional (PMP)** • Project Management Institute, USA • 2014**Certified Data Recovery & Forensics Specialist** • SANS Institute • 2009**Microsoft Certified Application Developer (.NET)** • Microsoft • 2006**WSQ Generative AI** • SkillsFuture Singapore • 2024**Generative AI Fundamentals** • Databricks • 2024**AI Productivity** • Republic Polytechnic • 2024