

EDMOND GERALD MICHAL

+60123086975 | gerald.michael@gmail.com |
<https://www.linkedin.com/in/edmond-gerald-michael/>

CAREER SUMMARY

Head of Information Technology • Data Governor • Head of Business Transformation

- Direct and reasonable enterprise and IT architect inspiring staff with the courage to develop and achieve goals. 20 years' experience with financial institutions primarily life, general and reinsurance operations. Connecting business, IT, and customers. Heading all digital transformation with meticulous project execution. Driving innovative strategies towards the evolution of fintech and Insuretech. Creating technology roadmaps, governance framework, policies, and procedures.
- Deep expertise in financial institution, fintech and Green IT. Strong data governance mindset overseen enterprise large data sets from various sources including structured and unstructured data. Leadership experienced with multiple stakeholders, Establishing the various IT workstreams in line with digital transformation in mind while embarking on cloud integration.
- Deep understanding on digital mobility platforms, Big Data and AI (artificial intelligence). Heading Cybersecurity Architecture, Strategy and Planning.
- Successfully designed and implemented business continuity and disaster recovery plan. Created and established peripheral and core application systems enterprise wide with appropriate API (application programming interface) protocols.

KEY SKILLS

- | | | |
|---------------------------|---------------------------|---------------------|
| • Leadership | • Data Governance | • IT Operations |
| • Enterprise Architecture | • Business Analyst | • IT Architecture |
| • Transformation | • Employee Supervision | • Vendor Management |
| • Salesforce | • Artificial Intelligence | • Data Warehouse |
| • Program Management | • Cost Control | • IT GRC |
| • Cybersecurity | • Process Improvement | • Agile |

PROFESSIONAL EXPERIENCE

Malaysian Life Reinsurance, Kuala Lumpur

Oct 2017 – Nov 2021

Head Of Information Technology

Established in-house IT team. Ensure IT decoupling from the US joint venture is planned out till completion and to run IT independently while ensuring all regulatory and compliance concerns are met for the daily operations of IT. Create a technology roadmap along with all the responsibilities of an inhouse team while seeking to continuously improve IT operations and addressing users requirements.

Key Accomplishments

- Manage to decouple successfully during the pandemic without any timeline delays and maintaining cordial relationship with the US team, leveraged on advance IT services and saved

cost of RM7 million without compromising on security aspects while ensuring compliance to RMIT requirements. Training board members on cybersecurity consciousness.

- Migrated a previously manual organization to be digital focus with five new application systems. Architected a core inhouse system for business transformation containing large data sets of unstructured data for the readiness of IFRS17 and using data science to get predictive analysis.
- BCP (Business continuity) and DR (disaster recovery) successfully implemented with reduced RTO (Recovery Time Objective). Negotiating and keeping cordial relationships with vendors to ensure cost is reasonable resulting in savings of 2 million.
- Established IT roadmap, IT Governance & IT Security Framework. Instituting and enforcing IT Policies, Processes and Procedure for the different units in IT in line with regulatory requirements.
- As a Data Governor, created a data maturity model, standards for data classification and sensitivity label taxonomy digitally. Instituted a guideline for all HOD (Head of Departments) on their role as data stewards and advised them on the significance of classification with its repercussions.
- As a senior management member, planning out with different workstreams, on a 5-year strategy plan while mitigating the resource availability in IT.

Tune Protect Group, Kuala Lumpur,

Aug 2013 – Sept 2017

Senior Manager / IT Business Analyst

Ensuring project management, monitor implementation of all technological strategies and being the intermediary with business user on requirement study.

- Managed the successful implementation of nine different dynamic systems using agile method resulting in digital transformation for better products, sales, profitability, and user experience. Negotiated with five payment gateways for optimum results.
- Developed strategy for cloud migration AWS (Amazon web services) and mitigating risk.

MCIS Zurich, Petaling Jaya

Dec 2008 - Aug 2013

Manager / IT Business Analyst

Implementation of key business transformation initiative and IT related projects. Primarily focusing on strategic project management, project planning and transformation whilst collaborating with multiple stakeholders.

- Kicking off and successfully implemented the Core Life application system costing 45 million within a 2-year time frame directly managing a team of 25-50 staff locally and regionally.
- Reengineered the overall productivity of branches and downsize branches resulting in cost saving of RM1 million per year.

AmAssurance, Kuala Lumpur

Jan 2005 – Nov 2007

Manager Customer Care / Business Analyst

Ensuring optimal operations from a team of fifteen staff. Synchronizing and streamlining business-related processes in customer service while heading the transformation of operations and systems. Started role as cross functional Business Analyst for system development, user requirement and testing

- Increased customer satisfaction rate from 52% to 94% via the ability of bringing backend function to the front liners thus training and empowering them

Uni.Asia, Kuala Lumpur

Feb 2002– Jan 2005

Senior Executive – Customer Care

Primarily focused on complex issues faced by customers and complaint resolution.

Great Eastern Life, Kuala Lumpur

Feb 1993– Jan 2002

Executive – Underwriter & Customer Care

Started as an underwriter and moved within new business, claims and servicing departments leading up to being a forerunner for the one stop center.

EDUCATION

MBA, Business Management, Concordia College, US

FLMI, Fellow in Life Management Institute, Atlanta, US

MCSE, Informatics, Petaling Jaya

CERTIFICATIONS

- Executive Leadership
- Cloud Implementation
- CISSP
- Blockchain
- Kubernetes
- Leadership in Tech
- Agile Management
- Information Governance
- Cybersecurity
- ISO27001
- Data Science
- DevOps
- ITIL 4
- ITSM
- ISO20000