Veeraraghavan NR

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A qualified professional with over 30 years of experience in Management, Operations, Administration, Techno Domain Consulting, Training and related areas.

Professional Objective

With more than three decades of experience, looking forward to managing large sets ups and developing the next generation of leaders

Competencies

Strategic Planning ~ Operations ~ Business Restructuring ~ IT Infrastructure Management

‘C’ Level Relationship Management ~ Team Building & Mentoring ~ Training - Communication and Interpersonal Skills, Assertive Leadership & Team Management abilities

Profile

* 30 plus years of experience in encompassing Strategic consulting, administration, end-to-end application development, insurance, infrastructure management, General administration, Regulatory Compliance, Training and Mentoring.
* Associated with Top companies headquartered in India with operations across the globe such as Infosys, HCL Technologies and LIC of India during career.
* More than 14 years of experience in Techno-Functional domain consulting and operations for global companies in USA and Europe
* Effective communicator, relationship management skills and ability to relate to people at any level.
* Ability to connect with CXO level, Ability to lead by example and to manage large teams.

Credits:

Published Papers

* “**Outsourcing – Is it the right choice for insurers?**”
* **Distribution Effectiveness in Insurance**
* **“IT creating value for Distribution”** presented at a conference organized by ‘**Asia Insurance Post’ & ‘The Financial Express’** in Jan 2007
* ‘**8 rules of consolidation’** in the “**Best’s Review**” (August 2005), USA.
* **“Grid Computing in Insurance**” in “**Grid Today**” a fortnightly journal published in the US

Career Profile

HCL Technologies Ltd (May 2008 – Jan 2015)

Vice President and Delivery Head (BPO Operations)

Key Mandates:

* Business Development
* Responsible for P&L account for Insurance operations and revenue targets
* Delivery of the HCL’s insurance operations
* Development of the insurance domain practice group – setting up appropriate training which is suited and accepted by insurance companies across the globe
* Training and competency building of all the employees within the insurance delivery

Infosys Technologies Ltd

**Senior Principal Consultant** (Sep 2003 to Apr 2008)

* Providing Strategic consulting, Business process consulting, and Solution development to International clients.
* Recommending Strategic Road map, Process Re-engineering, providing solutions to business problems.
* Participating in RFP/RFI and providing appropriate solutions
* Training and Competency building of all the employees within the insurance practice. As part of the Training and Competency building helped more than 2500 persons within the company to get certified by leading institutes such as LOMA and AICPCU both based out of USA

Life Insurance Corporation of India

Associated with this organization from March 1986 as a direct recruit officer and worked for various branches and departments. Worked in the Managerial status and managed Operations, Information Technology and Solutions Area (Administration / Management) in India and London, UK

Deputy Zonal Manager (Mar 2001 to Aug 2003)

* Primarily responsible for two states Andhra Pradesh and Karnataka catering to 16 Division and 310 Branches of LIC.
* Managed the Information Technology, systems and applications, providing guidance for development and reengineering of the applications.
* Empanelled with Insurance Institute of India (III) as a trainer to impart training in subjects leading to Associate certification from III

Manager (Regulatory Compliance), London, UK (May 1997 to Feb 2001)

* Performed the role of Compliance Manager and the Money Laundering Reporting Officer (MLRO) and led the initiatives for regulatory Compliance.
* Accountable for the operations and administration of the entire London Branch of LIC.
* Managed and transformed the complete IT set up during one of the most crucial phase of Y2K
* Preparation of Compliance and Training & Competency policy to comply with the UK regulations as also implementation of these policies.
* Imparting training to the staff in the areas of insurance operations, systems, regulatory compliance and Money Laundering Regulations.

Achievements:

* Instrumental in developing the Regulatory Compliance guidance and the Training and Competency manual for the company
* Re-engineered the legacy system and implemented the new GUI based platform with rich functionalities to significantly improve the overall delivery of the operations of the UK branch office.
* Faculty for insurance institute of India (Mumbai region) to conduct classes on Subjects leading to Associate certification from Insurance Institute of India
* Appointed faculty for Insurance Institute of India’s distance education for the ‘data processing” subject during the period 1991-1993
* Regular invitee by Zonal Training Centre and Management Development Centre of LIC of India at Mumbai for delivering lectures during the period 1990-1995

Education

* **B.E**., from **Indian Institute of Technology (IIT), Roorkee (1982)**

**Professional Certifications**

* Fellow Life Management Institute (**FLMI**), from LOMA, USA (2005)

Specialisation – Life Insurance, pensions, regulations, accounting, Investment management and marketing of Insurance

* Financial Planning Certificate (**FPC**), by Chartered Insurance Institute, London (1998) – specialisation – Financial markets, UK regulations, Life insurance and Pensions
* Cleared few subjects from Institute of Actuaries, London leading to Fellow Institute of Actuaries