

## Executive Summary

Skilled, experienced and passionate **compliance leader** who aspires to leverage on 20+ years of professional success and achievement to lead programs aimed at achieving sustained transformation in the compliance culture and practices of a global organization.

## Core Competencies

- Four years of success in leading the Trade Compliance program in the Asia Pacific region
- Two decades of professional success in the culturally diverse Asia Pacific region executing projects affecting thousands of users spread across multiple countries
- Over ten years of achievement and excellence in: project management | product/service management | consulting | change management | service delivery management | knowledge management
- Over ten years of leadership in driving and managing virtual and distributed teams across the globe

## Professional Experience

06/13 – 06/17 **Regional Trade Compliance Manager, Nokia, Singapore**

Responsible for leadership, strategy and governance of the trade compliance program in the Asia Pacific region covering over 15 diverse countries and cultures. Over a short span of time, successfully managed the cultural transformation of Trade Compliance in the region through active engagement and communication.

- Built, mentored and enabled the Trade Compliance representative community in the region
- Actively provided trade compliance policy guidance and consultancy to all stakeholders and led all due diligence activities, preventative measures, compliance investigations and voluntary disclosures
- Created and introduced risk management process to continuously scan for risks and opportunities
- Created and introduced policies, procedures and guidelines in alignment with global plans
- Implemented projects around internal control program, country assessment, broker management

### Key skills

*Trade Compliance governance, program management, customs regulations, export control regulations (Asia, EU, US), SAP GTS, training and communication, internal control programs, audits/assessments, broker management, customer due diligence*

10/11 – 06/13 **Region Head for Customer Training and Development, Nokia Siemens Networks, Singapore**

Leadership role with P&L and operational responsibility of Nokia Competence Development Services in Asia region. End to End responsibility from pre-sales to delivery covering all external customers and partners in Asia and Japan.

- Led and managed a committed team of 7 experienced solution consultants supporting over 40 customers spread in 13 different countries
- Successfully drove sales, profitability and growth targets for the region and achieved double digit growth in sales in the very first year
- Led proactive customer engagement and consultancy initiatives to grow and upsell

09/05 – 09/11 **Regional IT Project / Service Manager, Nokia Siemens Networks, Singapore**

Headed Nokia Online Services (NOLS) platform and associated services for all customers and partners in Asia. Responsible for the life-cycle management of the portfolio and all of the associated services.

- Through customer engagement and marketing, led the cultural transformation efforts and increased awareness and adoption of online services
- Proactively gathered regional business requirements to continually develop the service offerings
- Created and led a virtual support team spread across 10 countries
- Actively promoted and deployed Nokia Remote Access solution to 38 major customers
- Established and led software change management team comprising of regional software change managers and software deployment managers
- Successfully executed a region-wide innovation program that won recognition from the executive leadership of the company.
- Continuously and proactively sought and took on projects outside of my responsibility area:
  - ✓ Care Emergency process
  - ✓ Software License Key tools and process
  - ✓ Intangible Product Supply Excellence program (IPSE) in APAC region
  - ✓ Active Monitoring Diagnosis (AMD) services
  - ✓ Deployment of ASSIST, the Knowledge Management tool

09/00 – 09/05 **Project/Service Delivery manager for Knowledge Management, Nokia, Singapore**

Led Nokia's first ever transformational Knowledge Management project in the Asia region aimed at establishing the first ever employee portal service. Member of the core team, led development efforts since the inception and successfully executed the roll-out of the portal service in the Asia region.

- Led all marketing, communication and deployment projects associated with the portal service
- Created and enabled the support organization (virtual and distributed) for the service
- Managed and continuously developed the portal service/ applications to better cater to the end users

02/93 – 08/98 **Various positions, Nepal Telecommunications Corporation, Nepal**

I had the opportunity to take on diverse roles covering various areas in Nepal Telecom Corp - from technical engineer to HQ based strategic role to a more operationally focused 'Area manager' role where I managed a team of more than 100 staff. Gained valuable experience in areas like operations management, planning and implementation and people management.

## Academic achievement

1998 –2000 **MBA** (Management of Technology), *Asian Institute of Technology, Bangkok, Thailand*

1988 – 1992 **Bachelor of Engineering** (Electronics and Elect. Communication), *Punjab Engineering College, India*

## Volunteering experience

- Led the relief efforts in Singapore to help the victims during the 2015 earthquake in Nepal
- As an active member of the Nepalese Society in Singapore, I participated in various efforts to showcase Nepalese culture and traditions in Singapore