

Kam Patel

Phone: +44 7736 778 319 | Email: kam@kampatel.com | Website: www.kampatel.com

Banking Experience

- 2017 - 2018**
CO-FOUNDER & CHIEF TECHNOLOGY OFFICER - FINTECH START-UP
COGNI New York, US
Accomplishments: Won place on Techstars and built Proof of Concept Bank for Gig Economy Customers
- 2016 - 2017**
HEAD OF DEVOPS TRANSFORMATION - COMMERCIAL BANKING
HSBC London, UK
Accomplishments: Driving Organisational Design and rewiring 2,300 global employees into PODS
- 2015 - 2016**
HEAD OF BUSINESS MANAGEMENT AND ARCHITECTURE GOVERNANCE
HSBC Commercial Banking London, UK
Accomplishments: Managing 65 architects globally and driving Governance & internet Operating Model
- 2014 - 2015**
CHIEF ARCHITECT - CUSTOMER SERVICING & VALUE MANAGEMENT
HSBC Commercial Banking London, UK
Accomplishments: Roadmaps and projects in E2E Sales Process – CRM, Onboarding and KYC
- 2014 - 2014**
LEAD SOLUTIONS ARCHITECT – CUSTOMER RELATIONSHIP MANAGEMENT
HSBC Commercial Banking London, UK
Accomplishments: Staff facing digital projects and CRM global deployment driving growth
- 2013 - 2014**
SENIOR PAYMENTS SOLUTIONS ARCHITECT – GLOBAL AML
Lloyds Banking Group London, UK
Accomplishments: Architecting best in class global anti-money laundering capability including CDD
- 2011 - 2013**
SENIOR PAYMENTS SOLUTIONS ARCHITECT – PROJECT VERDE
Lloyds Banking Group London, UK
Accomplishments: Delivering ten payments E2E architecture solutions for divested TSB
- 2010 - 2011**
PORTFOLIO LEAD SOLUTIONS ARCHITECT
BARCLAYCARD Northampton, UK
Accomplishments: Delivering key projects and five-year roadmap in Commercial Card Portfolio
- 2010 - 2010**
MDM / BIG DATA SOLUTIONS ARCHITECT
Scottish Widows Edinburgh, Scotland
Accomplishments: Delivering integrated CDI platform for consolidating and cleansing data for single truth
- 2009 - 2010**
BUSINESS TRANSFORMATION SOLUTIONS ARCHITECT
Scottish Widows Edinburgh, Scotland
Accomplishments: Several projects including Natural Language Interactive Voice Recognition solution

Hard Skills

PROFESSIONAL EXPERIENCE

- Applications
- Architecture
- Big Data
- Consultancy
- Design
- Development
- Entrepreneurial
- Exec Management
- FinTech
- HR Solutions
- Integration
- Internet
- Journalism
- Management
- Marketing
- Operations
- Regulatory
- Sales
- Security
- Transformation

Soft Skills

PROFESSIONAL ATTRIBUTES

- Adaptability
- Analysis & Problem-Solving
- Applied Creativity
- Building Trust
- Business Acumen
- Change Management
- Customer Orientation
- Decisiveness
- Developing others
- Influence
- Judgment
- Leadership
- Listening & Responding
- Motivation
- Organisational Awareness
- Personal Drive
- Relationship Building
- Strategic thinking
- Team Building
- Technological Awareness
- Visioning
- Working With Others

Work Experience

2009 - 2009

LEAD TRANSFORMATION ARCHITECT / PROJECT MANAGER

Capital One

Nottingham, UK

Accomplishments: Accountability for transformational streamlining saves of \$24.7m from the bottom line

2008 - 2008

SENIOR SOLUTIONS ARCHITECT / PROJECT MANAGER

Capital One

Nottingham, UK

Accomplishments: Delivering E2E architecture to outsource UK Call Centre to Philippines

2007 - 2007

LEAD NEXT GEN NETWORKS VOICE ARCHITECT / CONSULTANT

BRITISH TELECOM Professional Services

Singapore, ASIA

Accomplishments: Delivery of tendered voice and NGN services offered by BT to third parties

2005 - 2007

21 CENTURY / NEXT GENERATION NETWORK ARCHITECT

BRITISH TELECOM Wholesale

Martlesham, UK

Accomplishments: Delivery of detailed design of voice and NGN services and components for 21C

2004 -

FOUNDER & CEO

Voipsters Ltd

Leicester, UK

Accomplishments: Delivery of working Calling Card platform to deliver IP minutes to wholesale customers

2004 - 2004

HEAD OF VOICE OVER INTERNET PROTOCOL (VOIP) SERVICES

Bulldog Broadband (Subsidiary: Cable & Wireless)

London, UK

Accomplishments: Delivery of architecture and product marketing for VOIP services over broadband

2003 - 2004

HEAD OF SALES, RURAL BROADBAND & VOIP SERVICES

Pipemedia Ltd

Leicester, UK

Accomplishments: Producing solution-based sales with complex value propositions incl. rural market

2003 - 2003

PART-TIME LECTURER, ICT, COMPUTING AND NETWORKING

Leicester College

Leicester, UK

Accomplishments: Inspired teens to go to get results to get into university – and one to go on to teach

2002 - 2003

CONSULTANT STRATEGIC MARKETING AND SALES

Vodafone Multimedia

Newbury, UK

Accomplishments: Developed multimedia applications and services for Vodafone LIVE 3G

2001 - 2002

MANAGING DIRECTOR & VICE PRESIDENT SALES, EMEA

Fine Point Technologies

Leicester, UK

Accomplishments: Exceeded goal of set up Euro Office within year's remit & established Fine Point in Europe

Soft Skills

PROFESSIONAL ATTRIBUTES

Inquire: Ability to solve specific problems. Getting to the core of the problem and soliciting requirements as the first step in addressing any given set of requirements.

Integrate: Act as a bridge between a given project or solution and how that project fits into the broader context. Integrating the solution for the particular project with the business domain, enterprise concerns, industry standards, established patterns, and best practices.

Analyse: Analyse collected information, answering three architectural questions

- What are the key elements of the problem or solution?
- What are the relationships between them?
- How do they combine together to provide value higher up?

Conceptualise: Once the overall, integrated solution is framed, the ability to create a conceptual vision of the solution.

Abstract: Communicate the key details to many audiences, through the use of architectural viewpoints, such as business, information, application, and technology perspectives.

Visualize: The ability to represent architectural models and drawings at each level of abstraction including the creation of visual renditions of the different abstractions and viewpoints.

Formalize: Documentation that is specific enough to unambiguously communicate the details to whomever is going to implement the architecture.

Communicate: After establishing and formalising the solution, communicating that solution as well as its importance and value to stakeholders throughout the organization.

Enable: Even the best designed, formalized, and communicated architecture may not be successful. Using architecture should make the design teams job easier, if it does they will use it. If it adds extra steps and work, without adding extra value, it will be ignored.

Work Experience

- 1998 - 2000**
VICE PRESIDENT, HOSTED SOLUTIONS, EMEA
Nortel Networks
Maidenhead, UK
Accomplishments: Ran a 160-man team in 4 locations driving \$250m of cross sell revenue
- 1991 - 1991**
DIRECTOR OF STRATEGIC MARKETING, EMEA
FirstMark Communications
London, UK
Accomplishments: Definition of implementation of several products incl. Storage Services and IP VPNs
- 1998 - 2000**
SENIOR INTERNET BUSINESS SOLUTION MANAGER
Nortel Networks
Maidenhead, UK
Accomplishments: Launched 1Mb Modem – 1st ever DSL technology in Europe on twisted copper pair
- 1997 - 1998**
WEB TECHNOLOGY MANAGER, GLOBAL INTERNET SOLUTIONS
Nortel Networks
New Southgate, UK
Accomplishments: Ran team which implemented 75 web projects in 11 months with 15-man team (\$2.1m)
- 1996 - 1997**
INTERNET MANAGER / DEVELOPER / DESIGNER / ANALYST
Leicester Mercury Internet Services
Leicester, UK
Accomplishments: First Newspaper online before print – First European Gateway – Fish4 website
- 1991 - 1996**
DEPUTY SUPERVISOR APPLE MAC EDITORIAL DESIGN / SUB-EDITOR
Leicester Mercury
Leicester, UK
Accomplishments: Wrote headline: WE'RE AT WAR at start of Falklands Conflict. Games Editor (8 years)
- 1991 - 1991**
SUPPLEMENT SUB-EDITOR & MAGAZINE DESIGN / LAYOUT ARTIST
CAD User Magazine
Beckenham, Kent
Accomplishments: Designed / wrote supplement for conference leading to subeditor role on tech mag
- 1990 - 1991**
JUNIOR FOREIGN EXCHANGE DEALER
Banco Di Roma
London, UK
Accomplishments: Corporate trading in futures FX (mainly Cable – Dollar Sterling) using arbitrage
- 1989 - 1989**
FREELANCE JOURNALIST AND LAYOUT ARTIST
Time Out Publications
London, UK
Accomplishments: Wrote sections in Time Out Guide to London and Filofax guides to New York and others

Education

- EXEC MASTERS IN BUSINESS ADMINISTRATION (MBA2)**
De Montfort University
Leicester, UK
2002 - 2003
- EXEC MASTERS IN BUSINESS ADMINISTRATION (MBA1)**
Nottingham Business School
Nottingham, UK
2001 - 2002
- B.SC. COMPUTER SCIENCE**
City University (Incomplete)
London, UK
1987 - 1989
- A-LEVELS**
QE I Sixth Form College
Leicester, UK
1985 - 1987
- O-LEVELS**
Rushey Mead Secondary School
Leicester, UK
1980 - 1985

Languages

German
Gujarati
Hindi



Speaking Events

- IP 06 (London)**
Building Your Own Brand of VoIP
17 - 18 Oct 2006
- BICSI Winter Conference (Florida)**
Fibre Optic Trends in the Local Area Network
13 - 16 Jan 2003
- xDSL Summit (Nice)**
Reducing The Costs Of Deployment For xDSL
1 - 4 Jul 2002
- xDSL Summit (Nice)**
Chairman: Video Over DSL
1 - 4 Jul 2002
- xDSL Summit (Nice)**
Making Money From Video Over DSL Services
1 - 4 Jul 2002
- MforMobile 2001 (Stockholm)**
Roaming & VPNs – ensuring services are available globally
22 - 23 Nov 2001
- Managed Solutions (London)**
Utilising Partnerships to generate revenue from CDN's
7 Jun 2001

Referees

- 2017 - **PIERRE F. SUHRCKE**
COGNI
Chairman and Lead Advisor
- 2014 - 2017 **ROY RICHARDSON**
HSBC Commercial Banking
Global Head of Architecture, Commercial Banking
- 2011 - 2014 **SANDRA CACKETT**
Lloyds Banking Group
Lead Solutions Architect, Payments Division
- 2010 - 2011 **ROBERT STEEL**
BARCLAYCARD
Lead Technology Partner
- 2010 - **RAJ MODHA**
Barclays Group
Former Agile Programme Manager, Global Payments
- 2009 - 2010 **STEPHEN NEWBERRY**
Scottish Widows
Senior Programme Manager
- 2008 - 2009 **JONATHAN SILVESTER**
Capital One
Head of Architecture, EMEA
- 2005 - 2007 **PASQUALE GENCO**
BRITISH TELECOM
Senior IT Manager
- 2001 - 2002 **LARRY POSNER**
Fine Point Technologies
Former SVP Global Sales
- 1998 - 2001 **CHRIS TOLMIE**
Nortel Networks
Director of Marketing, EMEA
- 1997 - 1998 **TONY SCOTT**
Nortel Networks
Director of IT
- 1991 - 1997 **MARK CLAYTON**
Leicester Mercury Newspapers
Chief Features Editor

Speaking Events

ASP Summit 2001 (Rome)

Panel Session: ASP Service Integration
6 - 8 Mar 2001

ASP Summit 2001 (Rome)

Chairman for morning session (7th March)
6 - 8 Mar 2001

Colo & Hosting Summit (Rome)

Utilising Storage Area Networks
5 Mar 2001

IP Global Summit 2001 (London)

NextGen architecture: Delivering IP services
26 - 28 Feb 2001

GSM Congress (Cannes)

Stream: 20 - 23 Feb 2001
Content: ASP in a Wireless World

Swedish ASP Summit (Stockholm)

What is the future ASP business model?
25 - 26 Jan 2001

Systems 2000 (Munich)

Web Design and Hosting in Telecoms
6 - 10 Nov 2000

IP Global Summit 2000 (Rome)

Tariffing strategy in line with ASP value chain
22 - 23 May 2000

Tel eCommerce 2000 (Geneva)

How Telco's take get full potential Of eBusiness
10 - 13 Apr 2000

Inform 2000 (Las Vegas)

E-Business Applications for the ASP of Future
3-7 Apr 2000

ISP 2000 (Amsterdam)

Simple hosting to full App enabled services
14-16 Mar 2000

CeBit 2000 (Hanover)

grASPing the ASP market
24 Feb 2000

ISPCON 2000 (London)

Workshop: Opportunities in Application Services
15 - 17 Feb 2000

ASP @ The Net (London)

ASP 'Food Chain' & App Hosting Environments
22 - 23 Nov 1999

ASP 99 (London)

Understand network enablers ASP implications
30 Sept 1999

ASP Summit 2000 (London)

Workshop: 'Hosting End-to End Integrated Solutions'
27 - 31 Mar 1999