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Profile

An experienced CTO with a proven track record of achievement in delivering global strategy and programmes, exceptional levels of IT service, cost reduction, and major integration and change initiatives.

Key attributes include:

- Over 25 years experience in global blue-chip organisations.
- Global staff responsibilities; management of teams of over 450.
- Experience of managing annual budgets of over \$250m.
- Negotiation of large outsourcing contracts.
- Significant supplier/commercial management experience.
- Leadership of global IT infrastructure programmes and projects.
- High volume real-time operational service responsibilities.
- Consolidation of data centres and server platforms.
- Management of business critical telecommunications services – mobile and fixed-line.
- Global organisational integration/development experience.
- Strong relationship-building and communication skills.
- Ability to articulate vision and develop and implement strategy.
- Broad experience base including Telecommunications, Pharmaceuticals/Manufacturing, Energy, Automotive and Software/Consultancy sectors.

Career Summary

General Motors Corporation

August 2007 – Present

General Motors is the world's largest automaker. GM headquartered in Detroit, USA, GM manufactures its cars and trucks in 35 countries. In 2007, nearly 9.37 million GM cars and trucks were sold globally under the following brands: Buick, Cadillac, Chevrolet, GMC, GM Daewoo, Holden, HUMMER, Opel, Pontiac, Saab, Saturn, Vauxhall and Wuling. GM's OnStar subsidiary is the industry leader in vehicle safety, security and information services.

CTO

August 2007 – Present

Responsible for Programmes and Operational services for all IS&S Infrastructure Services in Europe. This includes Desktop (circa. 25,000 pc's), Telecommunications (data, voice, video and mobile), Hosting (inc. Mainframe and mid-range systems) and Security services. GM operates probably the most extensive outsourced operation in the world and so a significant element of supplier and commercial management is involved.

Scope of budget responsibility is in excess of \$250m.

A key focus during 2008 has been in support of business expansion into the Emerging Markets of Eastern Europe, particularly Russia. This has been successful despite issues of immaturity of technology, supplier coverage and cultural differences.

Major cost reduction programmes have been initiated and delivered resulting in savings in excess of 10% during 2008.

BP International Ltd

March 2005 – June 2007

BP is one of the world's largest energy companies, providing its customers with fuel for transportation, energy for heat and light, retail services and petrochemicals products for everyday items. BP is one of the world's great companies, with a sustainable long term future. This is captured by the phrase 'beyond petroleum', reflecting brand positioning today and the aspiration to meet the world's future energy needs.

CTO

March 2005 – June 2007

This position is accountable for the creation of a set of world class data centres through the European Mega Data Centre (EMDC), Most of World Mega Data Centre (MMDC) and Americas Mega Data Centre (AMDC) programmes. A set of facilities in London, Houston, Chicago and Singapore (8 in total) have been created that provide and support the following strategic capabilities and objectives:

- Security, end-to-end integrity, recoverability and efficiency.
- Unit cost efficiency improvements.
- Industry leading technology services including synchronous replication and data centre failover capabilities.
- Improved Disaster Recovery (DR) capabilities in response to emerging Business Continuity Plans (BCPs).
- Standardised virtualised shared services.
- The exploitation of new innovative digital technologies.

In creating the mega data centres the position is accountable for the consolidation of some 450 smaller localised data centres around the world ensuring that this consolidation does not impact business operations. This activity has delivered a technology refresh (using virtualisation technologies) where appropriate, together with a lower cost of operation.

Responsibilities also included the negotiation and outsourcing of data centre services in North and South America, together with development of a model for operations encompassing BP's ITIL based Service Management strategy.

Energis

September 2004 – March 2005

Energis is a technology driven communications company with an aim to help the largest and most successful organisations and public institutions in the UK and Ireland achieve their business goals using technology. Their range of solutions include Transmission, Data, Voice, Call centre and Internet and Hosting services. Key customers include BBC, Boots, Lloyds TSB, Tesco, Centrica, Royal & Sun Alliance and UK Government.

Network Director

September 2004 – March 2005

This position is accountable for the management, availability, capacity and growth of the fibre and transmission network that Energis services and products use in UK and Ireland. This includes environmental and infrastructure services (facilities, space and power), physical maintenance, access connectivity, core and aggregation networks, and cross-business capacity planning. Business transformation responsibilities include increasing productivity, cost reduction, introduction of cross-company inventory systems, and the introduction of next-generation networks for strategic customers.

Vodafone Ltd

April 2000 – August 2004

Vodafone Group Plc provides an extensive range of mobile telecommunications services, including voice and data communications, and is the largest mobile telecommunications company in the world. The Group presently operates in 26 countries worldwide with a significant presence in continental Europe, the United Kingdom, the United States and the Far East.

IT Director

January 2003 – August 2004

Reporting to the NEMEA region Chief Executive, responsible for the development and implementation of regional IT strategies, and for the development of a consolidated billing system and consolidated data centres and organisations for the UK, Irish and Dutch businesses. Relationship-building at Executive level across all businesses in the Region was required to harmonise strategies and plans, and to liaise with Global functions. Commitments to investment plans and required benefits realisation were negotiated with country operations.

Management responsibilities included approximately 200 staff, with revenue and capital budgets in the region of £90m.

Key achievements:

- Established Board-level (CEO) governance to ensure effective prioritisation and decision-making.
- Developed an international programme team with representation from all countries.
- Developed international management and financial reporting processes.
- Developed a regional IT consolidation framework and model for further international IT and Network technology consolidation.
- Developed a strategy to allow for further adoption of consolidated systems by other operating companies.
- Achieved major cost reductions (circa. £10m) by effective supplier management and negotiation.
- Developed and gained approval of a Business Case for international data centre consolidation, and the creation of an international Billing Centre of Expertise.

Director of Central Operations

November 2001 – February 2003

Responsible for the operation and support of all core UK mobile network and IT services. This included all mission-critical services including Voice, SMS, Voicemail, GPRS, 3G, Internet, WAP, PAYT, Enterprise and Billing platforms, together with all Data Centre, WAN/LAN, Security, Helpdesk and Desktop services. Additional sponsorship responsibility for major infrastructure development programmes. Significant supplier management and negotiation was required to align planning timelines, deliver required service levels and reduce costs.

Numerous streamlined processes and procedures were implemented to reduce complexity and improve manageability.

Management responsibilities extended to over 420 staff, with revenue and capital budgets in the region of £120m.

Key achievements:

- Integrated Network and IT operations across the UK. Headcount reduction of circa. 40 staff.
- Internationally benchmarked services and costs. Established international best practice group to exploit experience, improve service and reduce costs.
- Developed and gained endorsement of the Technology Operations strategy.
- Achieved operational cost reduction of 20% in one year – circa. £16m.
- Demonstrated improved levels of service.
- Integrated IT aspects of Vizzavi into Vodafone.
- Chairmanship of Technology Management Steering Committee.
- Stabilised and improved UK GPRS service.

Director of IT Services

April 2000 – October 2001

Responsible for all data centre services, application and computer technical support and operations, data network technical support and operations, office telephony, desktop and internet/intranet services. Also responsible for Service Management, infrastructure architecture, design and standards definition, and major infrastructure programmes. A critical programme involved the creation of the new IT Services organisation, integrating previously independent IT functions into a new UK-wide group.

Key objectives for the new group included significant service improvement, coupled with a cost reduction target of 25% in the first year of operation. The service improvement target was met approximately 6 months ahead of schedule and the cost reduction plans were also successfully achieved. The service improvement objectives were met through improving the service culture of operations, through KPI definition, management and reporting, and through service management approaches. The cost reduction target was met through selective outsourcing, data centre and server consolidation, infrastructure re-engineering, maintenance and support negotiation, and through staff efficiencies and re-training.

Management responsibilities extended to 450 staff, with revenue and capital budgets in the region of £70m. Internal customers numbered approximately 11,000 with numerous sites across the UK.

Key achievements:

- Created new UK-wide IT Services organisation, and transitioned staff from 5 separate Vodafone companies into this new function.
- Established service reporting and metrics. Demonstrable service improvement in first year.
- Achieved operational cost reduction of 25% in one year – circa. £12m.
- Implemented industry-standard Service Management processes.
- Managed major consolidation of data centres (12 to 5) and server platforms (3000 to 1800).

Glaxo Wellcome Plc

September 1990 – March 2000

Glaxo Wellcome (now GlaxoSmithKline - GSK) is a world leading research-based pharmaceutical company. Their mission is to improve the quality of human life by enabling people to do more, feel better and live longer. Headquartered in the UK and with operations based in the US, the company is one of the industry leaders, with an estimated 7% of the global pharmaceutical market. The company employs over 100,000 staff.

Head of Global Infrastructure Development

March 1996 – March 2000

Responsible for the development and implementation of major IT infrastructure programmes across Glaxo Wellcome's operations worldwide, together with architecture and standards definition. A major programme was the architecture and implementation of the infrastructure required to support the deployment of the SAP R/3 application on a global scale for Glaxo Wellcome's manufacturing operations, and for future deployment as a corporate ERP application. This involved the specification and implementation of a powerful and flexible server and network infrastructure based in the UK, but available worldwide. Stringent quality standards were applied to this work which was accomplished in highly compressed timescales - establishing a new standard in the industry for a deployment on this scale. The programme was audited by the US Food and Drug Administration (FDA). Other major programmes were executed on a global scale requiring relationship-building skills and detailed planning and coordination activities.

Management responsibilities extended to over 150 staff located in UK, USA and Singapore, with a budget in the region of £30m (programme budgets excluded).

Key achievements:

- Defined, developed and implemented global IT standards.
- Delivered international consolidated SAP infrastructure.
- Delivered global Email (Microsoft Exchange) system.
- Defined and deployed global PC standard.
- Implemented global network and video conferencing services.

Head of UK Infrastructure Development

September 1990 – March 1996

Responsible for IT infrastructure projects for all Glaxo Wellcome UK operating companies including the integration of Glaxo IT infrastructure operations in the UK. Specific responsibilities included the transition of all Helpdesk and Desktop service activities. This involved the establishment of functions and processes to support a population of 11,000 PC users at 15 different locations across the UK. This was achieved successfully within a period of 6 months. Following the Glaxo merger with the Wellcome Group in early 1995 these responsibilities were extended to include the integration of Wellcome's IT infrastructure services into Glaxo, and also all IT infrastructure projects resulting from the integration of the two companies. This included the restructuring of operating functions and the appointment of staff into new roles in the merged infrastructure organisation.

Additional specific project management responsibilities were discharged for a variety of applications development initiatives.

Management responsibilities extended to approximately 80 staff located in the UK.

Key achievements:

- Created new operating function, and integrated Glaxo and Wellcome IT infrastructure organisations and operations in the UK.
- Integrated IT infrastructure operations across 5 Glaxo companies in the UK.
- Achieved targets for headcount reductions.
- Numerous successful IT infrastructure programmes including Pathworks deployment, DR strategies, critical computing upgrades and relocations.
- Implemented Oracle HR system.
- Implemented Engineering Service Request system.
- Developed Chemical and Biological management systems.

Early Career: SD-Scicon

September 1981 – August 1990

SD-Scicon (now part of the EDS Group) was a software consultancy business specialising in Energy, Manufacturing and Defence systems programmes and projects, software development, and systems and technology consulting. The core business of EDS now centres around outsourcing services.

Responsibilities included several technical development (coding in FORTRAN and BASIC), consulting and project management roles with application areas including modelling, simulation, graphics and real-time systems. Key customers included BP, Mobil, UK Government, EEC and a UK pipeline operator.

Key achievements:

- Developed applications for oil spill monitoring, hydrodynamic modelling, atmospheric pollution modelling, radioactive waste dispersal, tanker optimisation and pipeline control systems.
- Presented oil spill modelling work to HRH Duke of Edinburgh, and also appeared on BBC TV's "Microlive" programme.
- Developed database and graphical systems for biological impact assessment.
- Contracted as Consultant to the EEC on pollution modelling, 1987.
- Presented paper at Paris Symposium on Risk in the Nuclear Industry, November 1989.

Educational History

B.Sc. Mathematics and Management Sciences Class: 2:1 Honours Oct 1978-June 1981

University of Hull

A' Levels: Pure Mathematics, Biology Sept 1975-June 1978
Solihull College of Technology

Professional Development

A number of management and leadership courses and programmes including Intentional Leadership, The Art and Science of Leadership and Global Management Development.

Technical Environments

Experience of a wide variety of computing platforms and software including:

HP, SUN, IBM, Fujitsu/ICL, EMC, Digital, Hitachi, Network Appliance, Cisco, Storagetek, Unisys, Ericsson, Oracle, Microsoft, SAP, Veritas, Amdocs, CMG

Personal Details

Date of Birth: 10 November 1958.

Married with two children.

Key leisure activities revolve around the family, sport, particularly golf, squash and fly fishing. Other interests include cinema, food and drink, landscaping and DIY.