

GUNAWAN SANTOSO

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IT EXECUTIVE – FINANCIAL SERVICES

Technology Infrastructure, Strategy & Enablement

Accomplished IT executive skilled at leading the development, delivery and support of robust cost-effective financial services systems and architectures. Offers a unique combination of strategic technology vision, business acumen, and tactical leadership to consistently deliver to plan and bring value to the organization.

- **Enterprise Systems Innovation** – track record for implementing cutting-edge solutions that solve business issues while managing costs and risk. Advanced knowledge in Cloud and virtualization architectures.
- **Financial Services Expertise** – advanced knowledge of the banking industry, lines of business, system requirements, compliance and regulations
- **People Management** – motivating leader who has built, developed and managed high-performing IT teams
- **Industry “Thought Leadership”** – guest speaker and author enterprise IT leadership, strategy, and best practices

- Strategic IT Planning
- IT Governance
- M&A Infrastructure Integration
- Risk & Cost Control
- Enterprise Architecture
- Data Center Architecture
- Contract Negotiations
- Relationship Management
- Virtualization Architecture
- Resource Management
- Change Management
- Staff Development & Leadership

PROFESSIONAL EXPERIENCE

PT BANK TABUNGAN PENSUNAN NASIONAL TBK (Bank BTPN)

VP / System & Infrastructure Support Head – Sharia Business

2011 – Present

AVP / IT Implementation Support Head

2010 – 2011

IT Operations Head

2008 – 2010

Advanced through increasing senior technology leadership roles based on award-winning IT leadership and strategy development. Managed and improved operations and service delivery across all IT operations, data centers, and branch network. Currently leading the enterprise technology requirements (infrastructure, service delivery) for a new Islamic Bank, a pioneering Micro Banking enterprise featuring an advanced virtualization architecture.

- Credited with introducing a virtualization architecture that transformed the service model and exceeded all business requirements for a JIT solution
- Designed the strategy to implement the system across 2000 branches within 2 years
- As part of a related M&A, assessed the scalability of the target bank’s existing IT infrastructure and prepared for integrating with Bank BTPN’s IT system
- Developed and implemented the first 2 years of a 5-year IT Infrastructure Strategic Blue Print covering process, technology, investment and people
- Revamped the IT infrastructure and architecture in one year to support current business core engine, Pension Funds and the new 2nd core engine Micro Banking for 950 online branches and 6500 employees
- Seamlessly merged and relocated two Production sites and two DRC Sites into one Production and DRC site respectively, with 0 impact to the business
- Stabilized the Core Banking System to meet 99% SLA (Service Level Agreement)
- **Founders Award** for outstanding performance (Micro Banking Business Unit)

PT BUSSAN AUTO FINANCE (BAF)

Jul 2007 – May 2008

IT Project Manager – PMO

Managed the PMO overseeing all enterprise IT projects supporting a high-volume auto finance business. Assembled and led project teams, determined IT requirements, defined project scope, managed resources, and ensured delivery on time, within budget and to specific technical specifications. *Project highlights include:*

- Developed the enterprise and server architecture to support Project 3G, 3rd-generation core system and enterprise applications to process financing of 3 million Yamaha motorcycles annually (\$6M project)
- Managed vendor selection, negotiated and implemented projects for Release Management & Project Portfolio Management (Serena), Human Resources (Oracle Human Capital Management), Collection Management (Infocloud CMS), Business Intelligence (Oracle BI Suite), and Data warehousing (Microsoft ProClarity)
- Led gap analysis exercises with all business units and vendor to analyze the impact of Core System replacement including Loan Management, Customer Acquisition, General Ledger, Interface and Data Migration

PT DAYA CIPTA OPTIMA

Sept 2006 – Jun 2007

Business Project Manager for PT. Bank Danamon Indonesia TBK

Contract position overseeing all aspects of assigned project, with a focus on certifying RTO (Recovery Time Objective) to satisfy audit standards from the Bank of Indonesia and business requirements for all conventional non-SAN applications.

- Relocated the Treasury system (Submit) to Production DC Site and created the RFP for the DRC site relocation
- Implemented Change & Release Management Tools (Serena) and new SDLC and Version Control tools to prepare for CMMI (Capability Maturity Model Integration) Level 5.

PT GE CONSUMER FINANCE INDONESIA (GE Money)

Dec 2005 – Jun 2006

Data Center Manager

Managed daily operation of the data center including EOD & EOM Process for enterprise applications. Within 6 months:

- Redesigned and implemented all servers links with redundancy server farm (Project Clean)
- Designed and Implemented new UPS power with Tier II redundancy design
- Improved batch processing under minimum MIPS and reduced business claim from SLA from 1.2 Trillion rupiah to 50 million rupiah within 8 weeks – collaborated with Mainframe Applications Support team in Singapore

PT ANZ PANIN BANK (Bank ANZ)

Feb 2003 – Dec 2005

Manager IT Operation

Managed overall IT support functions for Credit Card and Retail Banking business units. Ensured the implementation of Global Information Security & Infrastructure standards and liaised with Asia Lead Technologist ANZ Group Melbourne for updates on Bank's technology requirements.

- Relocated two Card Center Telemarketing and Collection and open three new Collection Center with migration completed in 2 days.
- Subject Matter Expert in Project Paris Infrastructure Design, a blue print of Windows 2000 Server infrastructure design and rationale for Asia Pacific
- **Windows 2000 PC Bulldozer Award** and **Windows 2000 Server Asia Rollout Project Manager Distinction Award** Singapore & Indonesia

Previous roles:

PT SUPERNOVA – **Marketing & Market Research Officer**

Jun 2002 – Jan 2003

PT BANK UOB INDONESIA (Bank UOBI) - **Senior Officer Information Technology**

Feb 2001 – Jun 2002

SPEAKING ENGAGEMENTS & PUBLICATIONS

- **Guest Speaker**, "Deploying Cloud as Mainstream Business Enabler: Is Cloud Ready for Business and Area Business Ready for Cloud?" – Journey to the Cloud, Jakarta
- **Guest Speaker & Panelist**, "Architecting Your Roadmap Towards Next-Generation Virtualized Data Centers" & "Successfully Managing a Hybrid Cloud Infrastructure" - 8th Annual Asian Data Center Summit, Singapore
- **Guest Speaker**, "Minimizing Disruptions in Data Center's Infrastructure - Best Practice in Managing Data Center Performance According to the SLAs", 7th Asian Data Center Summit, Singapore
- **Contributor**, "IT spending in a down economy", Network Asia

EDUCATION & LEADERSHIP TRAINING

Master of Science & Commerce: Information Technology (Engineering) – University of Western Australia 2000
Bachelor of Science in Industrial Management (Minor: Computer Science) – University of Indianapolis 1997

ITIL v3 Foundation Certificated 2011
The Leadership Challenge, Indonesia 2010
Advances Service Level Agreements, Markus Evans, Indonesia 2009
Robust Project Management. Daya Cipta Optima, Indonesia 2006
Being Effective Leader Skills (BELS). GE Internal Training, Indonesia 2006
Effective Coaching Skills. GE Internal Training, Indonesia 2006
IT Audit & IT Governance using COBIT Framework. Plasmedia, Indonesia 2005
Information Security & Operational Risk. The Asian Banker, Malaysia 2004