SAHIL ARORA

Group IT Head | Enterprise IT Strategy | Digital Transformation | Cybersecurity | ERP & Cloud Leader

Aspire to utilize a wealth of experience in enterprise IT strategy and digital transformation, focusing on enhancing organizational success through effective ERP implementation and cybersecurity initiatives in a Group IT Head capacity.

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Profile Summary

- Visionary Group IT Leader with 17+ years of global experience, driving large-scale digital transformation, IT governance, and enterprise modernization across India, MEA, managing complex multi-entity environments with precision.
- Proven architect of enterprise IT strategy and governance, aligning technology landscapes with ISO 27001, NIST, regulatory, and compliance frameworks, while strengthening risk management, cybersecurity resilience, and business continuity.
- Transformation specialist with deep expertise in ERP (SAP S/4HANA, ORION, ORACLE FUSION and MS NAV), cloud modernization, and infrastructure optimization, delivering measurable outcomes including 20 - 30% efficiency gains, 25% cost reduction, and improved system resilience.
- Strategic technology leader with strong people and vendor management capabilities, successfully leading global teams of 150+ professionals, driving cross-regional collaboration, operational excellence, and change adoption at scale.
- Business-focused IT executive with strong FinTech, analytics, and data-driven decision-making credentials, enabling scalable digital platforms, real-time insights, enhanced customer experience, and sustainable organizational growth.

Competencies

Digital Transformation Strategies	Risk Management Protocols	Compliance and Regulatory Standards
IT Governance Frameworks	Business Continuity Planning	IT Infrastructure Optimization
Change Management Processes	Vendor Management Practices	Cross-Regional Collaboration

Awards & Highlights

- Excellence in Digital Transformation Award at Rosemary for outstanding performance and contributions to project success.

Work Experience

Group IT Head | Rosemary | Feb 2022 – Present

- Driving enterprise IT transformation across subsidiaries, strengthening operational efficiency, regulatory compliance, and cybersecurity posture.
- Defining and executing IT strategy and governance aligned with ISO 27001, NIST, and regional regulations across diverse business units.
- Leading a global IT organization of 150+ professionals, enabling cross-regional delivery, innovation, and continuous improvement.
- Executing ERP implementation, streamlining core processes and eliminating manual inefficiencies. Leading cloud modernization initiatives, consolidating 120+ servers, reducing operating costs by 25%, and improving platform resilience.
- Overseeing rapid migration of domains and 5,000 users to Microsoft O365, enhancing collaboration, identity security, and information governance.
- Implementing real-time analytics and reporting platforms, enabling data-driven decision-making and improved delivery outcomes.

Highlights:

- Establishing an enterprise cybersecurity framework, improving threat detection by 40% and reducing risk exposure.
- Leading cloud modernization initiatives, consolidating 120+ servers, reducing operating costs by 25% & improving platform resilience.
- Successfully transformed IT operations across 19 subsidiaries, achieving a notable improvement in efficiency & compliance metrics.
- Led UAT cycles, cutover planning, and hypercare stabilization.
- Architected integrations between Oracle Fusion ERP and third-party systems (CRM, banking, payroll, legacy systems) using REST/SOAP APIs and Oracle Integration Cloud.
- Led business process re-engineering aligned with Oracle Fusion best practices to streamline Finance, Procurement, and Supply Chain operations.
- Designed and deployed Oracle Fusion Financial modules including GL, AP, AR, FA, CM, and Tax.
- Spearheaded the implementation of ERP, leading to a 20-30% increase in operational efficiency and reduction in manual errors.
- Achieved a 40% improvement in threat detection through the establishment of a comprehensive cybersecurity framework, enhancing organizational resilience.
- Consolidated over 120 servers during a cloud migration project, resulting in a 25% reduction in operational costs & improved system uptime.
- Transformed IT operations across 19 subsidiaries by implementing innovative strategies that enhanced compliance, operational efficiency, and cybersecurity resilience, positioning the organization for sustainable growth.

Head of IT | Contec Global Ltd. | Oct 2015 – Jan 2022

- Led enterprise IT strategy, governance, and infrastructure supporting **millions of monthly FinTech transactions** with **100% CBN compliance**.
- Modernized digital platforms using **cloud, automation, BI/Power BI, AML, and fraud detection systems**, improving reporting speed and resilience.
- Expanded **digital payments and mobile wallet platforms**, driving **20% market growth** and increased customer adoption.
- Strengthened infrastructure and security, achieving **99.5% uptime**, **25% scalability improvement**, and enhanced compliance accuracy.
- Managed a **40+ member IT team** and directed **multi-million-dollar technology investments**.
- Built and launched a **Gaming & Lottery vertical**, overseeing platform architecture, security, testing, and regulatory compliance.
- Delivered a **high-availability gaming ecosystem** with RNG validation, encryption, and anti-fraud controls.

Head of IT | AA Rescue | Nov 2013 – Sep 2015

- Improved customer satisfaction by **15%** through nationwide **call center implementation** and optimized service response systems.
- Reduced marketing costs by **25%** and increased digital reach by **25%** by transitioning to fully digital marketing platforms.
- Implemented **MPLS connectivity across 13 sites**, enabling centralized operations and improved network reliability.
- Migrated legacy accounting systems to **ERP**, enhancing workflow accuracy and financial accountability.
- Deployed **CCTV surveillance across 27 regions** with centralized monitoring to strengthen security and compliance.
- Established **Disaster Recovery (DR) and Business Continuity Planning (BCP)** frameworks, reducing operational risk.
- Managed strategic vendor partnerships to align technology delivery with business objectives.

Assistant IT Manager → Group IT Head | Dana Group of Companies | Jun 2009 – Oct 2013

- Implemented and optimized **ERP NAV** and an **automotive ERP solution,** reducing dead stock by **25% YoY** and generating **USD 1.5M savings** in the first year.
- Managed **Mobis application operations for Kia Motors,** streamlining job cards, service workflows, and after-sales operations.
- Deployed **VPN connectivity across 19 sites** to support enterprise-wide **VoIP**, delivering significant annual cost savings.
- Strengthened **multi-region IT operations** across Nigeria, Dubai, and Middle East locations with consistent governance.
- Upgraded **KU-band satellite links to P2P radio networks**, improving uptime and communication reliability.
- Implemented a **Document Management System (DMS)** to digitize workflows, improve audit readiness, and reduce paper dependency.

IT Network / Operations Support | Convergys India Pvt. Ltd. | Oct 2008 – Apr 2009

- Provided **infrastructure and systems support** for telecom call center operations.
- Delivered **L1–L3 technical support** for network, server, and application issues.
- Managed daily IT operations including **system health checks, backups, and log reviews**.
- Maintained **SOPs, network diagrams, asset inventories, and runbooks.**

Education

- **Bachelor of Computer Applications (BCA)** from Guru Nanak Dev University in 2008

Projects

- **ERP Implementation Leadership:** Led SAP S/4HANA and Orion ERP implementations across multiple regions, modernizing enterprise operations.
- **FinTech Innovation:** Built secure mobile wallet and digital payment platforms driving financial inclusion across markets.
- **Cybersecurity Excellence:** Developed enterprise cybersecurity frameworks enhancing resilience, detection, and regulatory trust.

Technical Skills

- **Governance & Security:** GRC, Cybersecurity, SOC, SIEM
- **ERP & Enterprise Systems:** ERP, SAP
- **Cloud & Infrastructure:** AWS Cloud, SD-WAN
- **IT Operations:** NOC
- **Data & Automation:** Microsoft Power BI, Process Automation

Certifications

- PMP – Project Management Professional
- CISM – Certified Information Security Manager

- Six Sigma Black Belt
- TOGAF 10
- ITIL
- CCNP
- AWS Certified Solutions Architect