

# Kam Patel Head of Architecture

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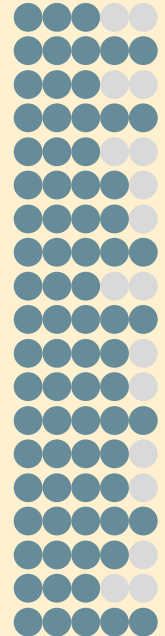
## Banking Experience

- 2016 -**  
**HEAD OF DEVOPS TRANSFORMATION - GLOBAL ARCHITECTURE**  
HSBC  
London, UK TRANSFORMATION  
Accomplishments: Driving Organisational Design and rewiring 500 global architects into PODS
- 2015 - 2016**  
**HEAD OF BUSINESS MANAGEMENT AND ARCHITECTURE GOVERNANCE**  
HSBC Commercial Banking  
London, UK COO / FINANCE  
Accomplishments: Managing 65 architects globally and driving Governance & internet Operating Model
- 2014 - 2015**  
**CHIEF ARCHITECT – CUSTOMER SERVICING & VALUE MANAGEMENT**  
HSBC Commercial Banking  
London, UK ARCHITECTURE  
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 ARCHITECTURE  
Accomplishments: Staff facing digital projects and CRM global deployment driving growth
- 2013 - 2014**  
**SENIOR PAYMENTS SOLUTIONS ARCHITECT – GLOBAL AML**  
Lloyds Banking Group  
London, UK ARCHITECTURE  
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 INTEGRATION  
Accomplishments: Delivering ten payments E2E architecture solutions for divested TSB
- 2010 - 2011**  
**PORTFOLIO LEAD SOLUTIONS ARCHITECT**  
BARCLAYCARD  
Northampton, UK ARCHITECTURE  
Accomplishments: Delivering key projects and five-year roadmap in Commercial Card Portfolio
- 2010 - 2010**  
**MDM / BIG DATA SOLUTIONS ARCHITECT**  
Scottish Widows (Subsidiary: Lloyds Banking Group)  
Edinburgh, Scotland BIG DATA  
Accomplishments: Delivering integrated CDI platform for consolidating and cleansing data for single truth
- 2009 - 2010**  
**BUSINESS TRANSFORMATION SOLUTIONS ARCHITECT**  
Scottish Widows  
Edinburgh, Scotland TRANSFORMATION  
Accomplishments: Several projects including Natural Language Interactive Voice Recognition solution

## Hard Skills

### PROFESSIONAL EXPERIENCE

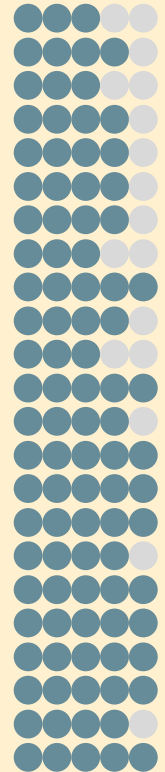
- Applications
- Architecture
- Big Data
- Consultancy
- Design
- Development
- Entrepreneurial
- Exec Management
- Finance
- Integration
- Internet
- Journalism
- Management
- Marketing
- Operations
- Regulatory
- Sales
- Security
- Transformation



## 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
- Project Management
- 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 TRANSFORMATION  
Accomplishments: Accountability for transformational streamlining saves of \$24.7m from the bottom line
- 2008 - 2008
- SENIOR SOLUTIONS ARCHITECT / PROJECT MANAGER**  
Capital One  
Nottingham, UK ARCHITECTURE  
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 CONSULTANCY  
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 INTEGRATION  
Accomplishments: Delivery of detailed design of voice and NGN services and components for 21C
- 2004 -
- FOUNDER & CEO**  
Voipsters Ltd  
Leicester, UK ENTREPRENEURIAL  
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 MANAGEMENT  
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 SALES / MARKETING  
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 EDUCATION  
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 SALES / MARKETING  
Accomplishments: Developed multimedia applications and services for Vodafone LIVE 3G

# 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 **DIVISIONAL EXECUTIVE**  
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 **MARKETING**  
Accomplishments: Definition of implementation of several products incl. Storage Services and IP VPNs
- 1998 - 2000**  
**SENIOR INTERNET BUSINESS SOLUTION MANAGER**  
Nortel Networks  
Maidenhead, UK **MARKETING**  
Accomplishments: Launched 1Mb Modem – 1<sup>st</sup> ever DSL technology in Europe on twisted copper pair
- 1997 - 1998**  
**WEB TECHNOLOGY MANAGER, GLOBAL INTERNET SOLUTIONS**  
Nortel Networks  
New Southgate, UK **INTERNET**  
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 **INTERNET**  
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 **JOURNALIST**  
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 **DESIGNER**  
Accomplishments: Designed / wrote supplement for conference leading to subeditor role on tech mag
- 1990 - 1991**  
**JUNIOR FOREIGN EXCHANGE DEALER**  
Banco Di Roma  
London, UK **DEALER**  
Accomplishments: Corporate trading in futures FX (mainly Cable – Dollar Sterling) using arbitrage
- 1989 - 1989**  
**FREELANCE JOURNALIST AND LAYOUT ARTIST**  
Time Out Publications  
London, UK **JOURNALIST**  
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

- 2014 - **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