JIMMY MUNGUR

CIO / TRANSFORMATION MANAGER / DIGITAL STRATEGY LEADER

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PROFESSIONAL SUMMARY

Experienced customer-centric leader with over 24 years of international experience in service delivery and contact center services across logistics, procurement, operations, IT governance, and telecommunications.

Proven expertise in strategic planning, transformation management, and AI-driven innovation, with proficiency in AGILE delivery, cybersecurity (CISSP practices, ISO 9001, ISO 27001), and compliance frameworks (GDPR, CNIL).

Recognized for driving organizational change, optimizing budgets, improving performance, and delivering high-impact cross-regional technology programs across Europe, Africa, and APAC.

EDUCATION

Currently Training (Coursiva)

Cybersecurity (CISSP) & AI (Python, Machine Learning)

MBA
University Of Mauritius / University Of Cambridge • 2012

BSc (Hons) Information Systems
University Of Mauritius / University Of Cambridge • 2003

Cambridge Higher School Certificate (Ranked 108)
New Eton College, Cambridge University • 1997

Cambridge School Certificate
New Eton College, Cambridge University • 1995

SKILLS

• Strategic Planning

• Change & Transformation Management

• Financial & Budget Control

• IT Governance & Compliance (GDPR, CNIL, ISO 27001)

• AI & Automation Enablement (RPA, BI)

• Cloud & Infrastructure (Azure, Google Cloud, O365)

• ERP / CRM Platforms (SAP, Zoho, Salesforce, Dayforce, Genesys)

• Stakeholder Engagement

• Agile Leadership (AGILE)

• Data Protection & Risk Management

• Quarterly Business Reviews (QBRs)

• Continuous Improvement

• Team Development & Coaching

WORK HISTORY

Freelance - Chief Digital & AI Transformation Project Manager
09/2024 - Current
• Leading AI and digital transformation consulting engagements for multinational and SME sectors in Hospitality, Banking, Insurance, Construction, and Distribution Channels.
• Develop and execute AI strategies focused on intelligent automation, process optimization, and predictive analytics.
• Conduct AI readiness assessments and advise C-suite leaders on technology adoption roadmaps.
• Implement AI-driven ERP, CRM, and cloud solutions (Zoho AI, Vocalcom, SAP, Dayforce, Salesforce, Azure, Google Cloud).
• Ensure AI governance and ethical compliance under GDPR and CNIL frameworks.
• Deliver transformation programs integrating BI dashboards, RPA (UiPath), and scalable automation initiatives.
• Guide organizational change management and talent upskilling for digital maturity.

• Delivered swift change management and organizational transformation through contractual engagement.
• Established formal MoUs with partners, improving multi-team collaboration and accelerating project delivery timelines.

Freelance - Net2Be Group – Chief Operations Officer (COO)
09/2024 - Current
• Oversee delivery of Zoho ERP implementations and ManageEngine cybersecurity solutions.
• Manage financial forecasting and budgeting for RUN/Change/Transformation initiatives.
• Lead market expansion, sales growth, and opportunity pipeline development.
• Oversee vendor contract management (B2B) and provide 24/7 escalation support.
• Drive QBRs, performance reviews, and cost optimization programs.
• Build and mentor high-performing teams while ensuring financial accountability.

• Managed and optimized all B2B distribution channels, implementing a performance-based incentive matrix.
• Collaborated with B2C clients to define detailed BRDs for development teams.
• Executed enterprise-wide client change management and transformation initiatives.
• Secured annual standardized client support budgets and established a dedicated RUN support framework.

Allianz Technology SA - Head of Applications & Transformation
Thailand | India | Mauritius | France • *01/2022 - 08/2024*
• Led application transformation, standardization, and cloud migration across 17+ critical business systems.
• Decommissioned legacy systems and deployed new 24/7 supported cloud platforms.
• Integrated omnichannel features and produced country-specific roadmaps.
• Managed Transformation/Change/Run budgets with strong financial governance.
• Implemented GDPR compliance across Europe and APAC regions.
• Transitioned teams from Waterfall to Agile.
• Led vulnerability remediation and code-quality improvement initiatives.
• Managed data-center migrations (Paris & Frankfurt) with regulatory compliance.

• Established a two-site global IT Delivery Factory (India & Thailand), scaling teams of 225 IT staff in Trivandrum and 75 in Bangkok in follow-the-sun mode.
• Led enterprise-wide communications for change management and cost optimization.
• Managed large-scale human capital: 175 Developers, 8 BAs, 10 Team Leaders, 8 PMs, 8 System Architects, 9 Network/Security Engineers, 5 Financial Controllers, 2 Operations Managers.
• Controlled major operational budgets: **€123M (2022)** and **€99M (2023)**.

Allianz Technology - **CIO / Transformation Manager / Program Manager**
France | Mauritius | Réunion | Madagascar | Morocco • 09/2016 - 12/2021
• Managed network, security, infrastructure, and transformation initiatives across multiple regions.
• Oversaw project governance, IT operations, and multi-country service delivery.
• Implemented SAP transformation, RPA deployments, and VoIP modernization.
• Deployed O365, CRM, and BI platforms to improve collaboration and analytics.
• Improved incident-response KPIs by 40% using ITIL service operations structure.

• Implemented dual-redundancy SD-WAN/MPLS networks for high-availability production.
• Established centralized IT support for 1,200 support operations.
• Built and led a high-performing team of 25 expert managers and supervisors.
• Led COVID-19 remote-work continuity strategy.
• Managed system migration, change, and transformation initiatives.
• Achieved strategic certifications: Great Place to Work, ISO 27001, ISO 9001.
• Managed an overall project budget of **€63K**.

AXA France - **CIO Infrastructure & Telecom / CISO / DPO**
Coromandel, Mauritius • 06/2013 - 07/2016
• Deployed MPLS WAN connectivity to secure operations.
• Ensured BCP readiness for 150 support agents.
• Engineered and deployed 118/218 contact-center infrastructure.
• Established a 24/7 cross-country technical helpdesk.
• Oversaw infrastructure, network security, and telecoms programs.

• Managed a specialized team of 24 Helpdesk, 2 System Admins, 4 CRM Developers, 2 Network Engineers, 4 Supervisors.
• Managed a departmental budget of **€47K**.

Canalsat (Multicontact Ltd) - **Head of IT & Telecommunications / Systems Officer**
Mauritius • 10/2007 - 06/2013
• Managed IT operations, infrastructure, network, and telephony.
• Implemented WAN connectivity across multiple islands.
• Directed procurement, logistics, and recruitment planning.
• Achieved ISO 9001 certification and built a 24/7 IT support operation.

• Recruited and structured a 10-member IT expert team (SysAdmins, Developers, Helpdesk).
• Developed training programs enhancing team capability in BCP and 24/7 operations.
• Deployed QoS on AVAYA PBX for B2C telephony.
• Implemented contact-center and omnichannel platforms.

LANGUAGES

English   French