

IMRAHN KARIEM

SENIOR IT SOFTWARE DEVELOPMENT & SERVICE DELIVERY LEADER

Financial Services Technology | Enterprise Systems Modernisation | IT Operations | Governance & Risk Oversight

Johannesburg, South Africa

+27 (0) 76 394 7721 | ikariem1208@gmail.com

<https://www.linkedin.com/in/imrahn-kariem-5102b740/>

EXECUTIVE PROFILE

Senior Business, Operations, IT & Systems Leader with over three decades of progressive experience across Financial Services and Banking, including Hollard Life Solutions, ABSA Life, Standard Bank, Nedbank, Bayport Financial Services, Capital Alliance and Fedsureholdings.

Experienced in senior management roles spanning IT Software Development, IT Service Delivery, Application Support, Production Support, Business Systems and IT Operations leadership. Accountable for operational budgets up to R14 000 000 per annum and programme exposure up to R250M, with oversight of internal development teams, vendor partners and multi-country implementation environments.

Extensive experience across the Software Development Lifecycle (SDLC), Agile delivery, ITIL service management, enterprise LOB systems, platform migration, governance alignment, disaster recovery, SLA management and regulatory compliance (PPR, FAIS). Regular contributor to Executive Committees, IT Steering Committees and governance forums.

Proven ability to align people, process and technology to drive continuous improvement, operational resilience, system stability and measurable cost efficiencies.

CAREER ACHIEVEMENTS

- Delivered R1 200 000 per month vendor support savings by migrating from cloud platform to on-premise infrastructure.
- Reduced software licensing costs by R300 000 per annum through application consolidation and removal of Citrix licensing.
- Improved production system uptime from 92% to 97% through strengthened incident management and service delivery governance.
- Consolidated policy processing into a single enterprise application supporting 110 000 policies from an active book of 2 500 000.
- Reduced policy lapse rate from 10% to 4% through system optimisation and improved premium collection processes.
- Reduced overtime expenditure from R2M per month to R50K per month via operational redesign and resource optimisation.
- Delivered overtime elimination initiative removing R200 000 per month within 4 months (R4M project budget).
- Increased operational productivity from 18–25% to 80–90% over a two-year period.
- Delivered R4M savings via Accounts Opening process re-engineering initiative.
- Delivered R1.5M savings through branch process mapping executed internally.
- Led Exergy enterprise LOB implementation (R250M programme).
- Led Call Centre Consolidation Programme (R328M), replacing Siebel with GTX and establishing disaster recovery capability.
- Led ALIS implementation (R90M) as Lead Business Analyst & Test Manager.

CORE EXECUTIVE COMPETENCIES

- IT Software Development Management
- IT Service Delivery & Service Management
- Software Development Lifecycle (SDLC)
- Agile & RUP Methodologies
- IT Operations & Production Support
- Application Support & Incident Management
- Budget & Cost Centre Management
- Vendor Contract Negotiation & SLA Governance
- Cloud Migration & Platform Consolidation
- ITIL Integration & Compliance
- Disaster Recovery & Business Continuity
- Business Process Re-Engineering
- Data Governance & Master Data Management
- Executive Reporting & Dashboard Presentation
- Regulatory & Risk Compliance
- Continuous Improvement

PROFESSIONAL EXPERIENCE

IT Manager: Business Systems

Hollard Life Solutions, Johannesburg

Jan. 2022 – Feb. 2025

Leadership & Team Scope: Led 9 internal developers and 14 vendor resources; accountable for R14M operational budget and enterprise application support.

- Directed IT Software Development, Application Support and Service Delivery functions.
- Managed full Software Development Lifecycle (SDLC) activities and Agile delivery governance.
- Oversaw production support, incident management and change management processes.
- Managed vendor contracts, SLA performance and annual support negotiations.
- Strengthened IT Operations and Disaster Recovery planning.
- Produced monthly service performance dashboards and operational reporting.
- Technology Stack: C#, VB.Net, ASP.NET, Delphi, SQL, SSMS, SSIS, SSRS, Entity Framework, SOAP & REST APIs, Jira, Azure DevOps.
- Core Platforms: Altrisk, MIP, Exergy Cloud and Exergy On-Prem.

Platform Solutions Manager

Bayport Financial Services, Johannesburg

Aug. 2015 – Dec. 2021

Leadership & Team Scope: Managed up to 5 direct resources and cross-functional project teams up to 15 across multi-country implementations.

- Led enterprise solution delivery across Ghana, Botswana, Mozambique and Tanzania.
- Oversaw Software Development, Systems Integration and platform configuration initiatives.
- Managed NovaSure (R5M) and NovaLend implementations.
- Delivered Digital Payroll Loan Origination Application (R7.2M MVP) using Agile methodology.
- Conducted business analysis, As-Is and To-Be process mapping and master data governance.
- Ensured alignment between IT Operations, development teams and business stakeholders.

Solutions/Innovations Analyst

Bayport Financial Services

Aug. 2015 – Mar. 2018

Leadership & Team Scope: Worked within international group support structure across multiple territories.

- Supported SDLC delivery and system enhancements across Insurance and Lending platforms.
- Managed data migration initiatives aligned to governance standards.
- Conducted post-implementation system support and user training.

New Business and Operations Manager

ABSA Life – South Africa, Johannesburg

Oct. 2013 – July 2015

Leadership & Team Scope: Directed 53 operations staff and supervised 35 inbound call centre staff.

- Led operational transformation and continuous improvement initiatives.
- Managed SLA performance between Business and IT Operations.
- Ensured regulatory compliance and governance alignment.
- Chaired IT Executive Committee and represented COO on Management Committees.

IT Manager

ABSA Life – South Africa, Johannesburg

Jun. 2010 – Sept. 2013

Leadership & Team Scope: Directed 9-member systems and infrastructure team; accountable for R4.6M production support budget.

- Led Simunye (Exergy) enterprise LOB implementation (R250M programme).
- Managed IT Operations, Service Delivery and Production Support governance.
- Participated in IT Steering Committee and Disaster Recovery forums.
- Oversaw SLA management and incident escalation processes.

DST Consultant

DST International – South Africa

July 2009 – May 2010

Leadership & Team Scope: Led AWD implementation team across ABSA Life functions.

- Delivered AWD enterprise workflow implementation (R10M).
 - Configured Dev, UAT and Production environments.
 - Managed post-implementation support and change governance.
-

Process Portfolio Manager – IT Business Units

Nedbank Ltd, Johannesburg

Dec. 2006 – June 2009

Leadership & Team Scope: Worked within Group Technology, presenting to Executive Committee.

- Delivered ITIL Integration and Compliance initiatives.
 - Led Africa 1, 2 and 3 platform consolidation (R150M programme).
 - Standardised process governance and publishing standards.
-

Business Analyst – Team Leader – Customer Contact Centre Area

Standard Bank South Africa

April 2006 – Nov. 2006

Leadership & Team Scope: Managed 5 junior analysts and project team of 13.

- Led Call Centre Consolidation (R328M).
 - Delivered R4M and R1.5M cost savings initiatives.
-

Process/Business Analyst – Retail Banking Area

Standard Bank South Africa

Aug. 2005 – March 2006

- Conducted As-Is and To-Be process mapping.
 - Performed feasibility analysis and system documentation.
-

Senior Business Analyst – ALIS Implementation

Capital Alliance Ltd

Aug. 2004 – July 2005

- Led testing strategy for R90M ALIS implementation.
 - Designed RUP-based methodology and coordinated UAT.
-

FURTHER EMPLOYMENT

Senior Business Analyst – Eastman Kodak Workflow | Fedsureholdings | Sept. 2000 – Jul. 2004

Business Process Trainer | Fedsureholdings | 1999 – 2000

PC Support Technician | Fedsureholdings | 1996 – 1999

Helpdesk / Technical Support Administrator | Fedsureholdings | 1996 – 1996

Business/Systems Analyst – Point of Sale | Fedsureholdings | 1994 – 1996

Customer Service Administrator | Fedsureholdings | 1989 – 1994

EDUCATION

Gordon Institute of Business Science

General Management Certificate (NQF Level 6 – 120 credits) | **Jan. – Dec. 2011**

Wits Business School

Management Advancement Programme (NQF Level 7 – 110 credits) | **Jan. – Dec. 2008**

BPT Group

Business Process Modelling Notation Certification – **March 2010**

Foster-Melliar – ITIL Training – **Feb. – April 2007**

ITIL Foundation Certificate

ITIL Manager's Certificate – Service Support | ITIL Manager's Certificate – Service Delivery

Computer Science **2013–2017 – Unisa (Not Completed)**

TECHNICAL SKILLS

C#, VB.Net, ASP.NET, Delphi

SQL, SSMS, SSIS, SSRS, Entity Framework

SOAP & REST APIs

Jira, Azure DevOps, Confluence, SharePoint

ITIL Framework

BPMN (ARIS, Visio)

Change & Release Management

Incident & Problem Management

SLA Management

Production Support