

DARIUS KUMANA

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EXECUTIVE-LEVEL DIGITAL LEADER

with a track-record of building and leading high-performing teams.

Organisations often struggle to adapt in the digital era. Digital Transformation is hard. It's not a tactical fix, it's a long-play.

That's where I come in.

I help organisations achieve competitive advantage by bringing together business strategy and digital technology. From building amazing cross-functional teams to creating a culture that empowers and frees them. I ensure a partnership between IT and the wider business that unlocks value across the whole organisation. Working from C-suite to coal-face engineers and designers, I deliver products and services that make a real difference.

EDUCATION

**UNIVERSITY
COLLEGE LONDON**
B.Sc. Computer Science
First Class Honours

Praxis Prize for Computer Science, Accenture Prize for Group Project, EPSRC Scholarship, British Telecom CASE Award



ThoughtWorks®



Springer



The co-operative



ISOTRAK



UNIVERSITY OF CAMBRIDGE

quidmunc

M
Man



3M



MARKS &
SPENCER



Jisc



STANDARD
& POOR'S

CAREER HIGHLIGHTS

CO-FOUNDER

Wrisk

Dec 2016 - Now

Wrisk - An early-stage insurtech start-up that is looking to provide a new perspective on risk for the connected generation. As one of two co-founders, I helped take Wrisk from early stage idea through to a funded business.

HEAD OF DIGITAL

Markel International

Nov 2013 - Oct 2015

Markel - a specialist insurance company and Lloyd's name - had an underperforming IT service but a growing awareness that to stay competitive, they required a new kind of digital thinking.

- **Legacy people, legacy tech**

Built the organisation's digital capability that stretched from people to process and product delivery. I took the group from waterfall to Agile in 6 months. Navigating them away from legacy, I grew high-performing teams and transformed the culture within which they worked.

- **Transformed capabilities**

Previously it would take about 18 months for a new product launch. We took the team to deliver a major retail platform for Canadian brokers in under 6. The second major product launch took less than a month while updates and changes could be launched - including full governance oversight - in less than an hour. Change soon spread, with other teams, many outside of IT, adopting our new practices and processes. Continuous improvement was palpable across governance, people, process, platform tech, tools and environments.

- **External Industry Recognition**

My team was nominated for several awards - including the prestigious Spark Award, and saw our success covered in several articles, such as InfoQ and The Insurance Journal. As news of the company's innovative culture spread, recruitment increased, creating a virtuous performance circle.

PRINCIPAL CONSULTANT, HEAD OF EXPERIENCE DESIGN

Thoughtworks

Aug 2010 - Nov 2013

ThoughtWorks, a global IT consultancy, is one of the pioneers of Lean, Agile and Systems Thinking. Working alongside tech-industry luminaries was a real privilege. As a Principal, I shaped key initiatives from inception to delivery. I also led Experience Design across 3 European offices.

KEY PROJECTS

- **Thomson Reuters**

Part of a team leading a global Agile transformation of 2,000 people. We led organisational re-structuring, re-architecting of their code-base and the adoption of leading-edge practices and tools.

- **Springer**

A top science and medical publishing house was limited by their distribution. I helped lead a team of 50 to create a best-in-class omni-channel customer experience for Springer. Revenue increased 30% in year one due to the platform's mobile device capabilities.

- **TimeOut**

Led concept to delivery of the new native iPhone app underpinned by a global platform. TimeOut rationalised a fragmented app offering and replaced it with our multi-city app framework. Our new apps exceeded first-month download targets by 100%, were featured as 'Editor's Picks' on the App Store and also won Best Smartphone App at the 2014 Min Digital Awards in NYC.

- **The Co-operative**

Led collaborative workshops to define vision for UK customer loyalty programme.

- **American Express**

Facilitated digital strategy sessions for their planned organisational transformation.

- **Head of Experience Design**

Thought-leadership, mentoring and recruitment to build UX expertise across Europe. Set up best-practice, community and collaboration. Developed UX courses for TWUniversity in Pune.

HEAD OF PRODUCT OWNERSHIP AND USER EXPERIENCE

Isotrak

Feb 2008 - Aug 2010

An award-winning vehicle tracking, telematics and logistics company that works with leading companies including Sainsbury's, Tesco and Eddie Stobart. They wanted to revamp their product portfolio and maintain industry leadership.

- **Cutting-edge 'Internet of Things' Tech**

From software that tracked and reported on driver performance to hardware enabling dashboard control across fleets of thousands of vehicles, I sourced and developed the best available technology.

- **Product Ownership**

Leading the development team from analysis to delivery, I was responsible for the innovation portfolio. Prioritisation was essential along with close liaison with customers and their extended supply chain management requirements. Hardware and software required differing management approaches to maximise ROI.

- **Technical and User Experience Excellence**

From significant multiple integration challenges to an easy-to-use intuitive dashboard, Isotrak transformed its reputation for reliability, product excellence and customer experience.

HEAD OF NEW MEDIA

Cambridge Assessment

2003 - 2008

Cambridge Assessment brought together three examining boards and a significant educational research capability. The group was pioneering in seeing what new technology could do and how new ways of working - specifically Agile and UX - could change their effectiveness.

- **Collaboration and Productivity**

I introduced the then little-known Agile to several core teams, which led to exceptional leaps in productivity and value delivery. From corporate website and intranet to teaching support sites and evaluations, projects were delivered in a fraction of the time and cost the organisation had previously experienced.

- **Pioneering Products**

Introducing online self-assessment and e-learning to existing clients led to new markets and huge value savings. It gave Cambridge Assessment a huge competitive advantage and one which had competitors scrambling to catch up.

SENIOR TECHNICAL CONSULTANT

Quidnunc

1999 - 2003

Voted NMA's top-10 technical consultancy for 2001-2002, Quidnunc specialised in digital innovation.

KEY PROJECTS

- **University of Cambridge Local Examinations Syndicate (UCLES)**

As well as responsibility for delivery of several key products, I introduced a rapid development framework.

- **Man Investment Products**

Responsible for Information Architecture and build of a £2million platform with a complex multilingual security, jurisdictional and regulatory framework.

- **DirectLine**

The "JamJar Car" offering was a highly innovative reverse-auction for the online market, generating astonishing PR and requiring several technical innovations.

- **3M**

Designed and executed a channel partner B2B extranet.

A frequent keynote speaker at Tech and Business events, and contributor to books/industry publications, I use my profile to attract the best talent in the industry and to keep at the forefront of innovation and best practice.

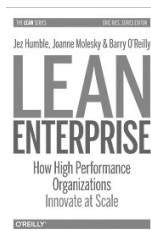
CO-AUTHORED

- ***7 Carrots and No Stick - a Better Business Case for Accessibility***
RNIB, 2012
- ***Getting Agile with User-centered design***
Better Software Magazine,
Cover Article, Nov 2008
- ***Agile & UCD: Building the Right Thing. The Right Way.***
DevX, June 2009
- ***How User-Centered Design can put User Stories in Proper Context***
DevX, June 2009

INTERVIEWS

- ***The Agile Insurer***
Computer Weekly Magazine,
due later this year
- ***“Outside Forces” are Challenging Re/Insurers: Markel’s Kumana Has Solutions***
The Insurance Journal,
May 2015
- ***The Markel Marvel***
InfoQ, Dec 2014
- ***BAs working with User-Experience***
Business Analysis Summit, 2011

CONTRIBUTED TO



- ***The Lean Enterprise***
O'Reilly Publishing, Jan 2015



- ***Agile Experience Design***
New Rider Publishing, Nov 2011

AGILE2011
CONFERENCE



AUGUST 8-12, 2011
SALT LAKE CITY, UTAH



Business Analysis
Conference Europe 2011



CONFERENCE TALKS

- **Agile, Tech and Business Change**

Agile 2011, Business Analysis 2011, Spark the Change 2015

- **User Experience**

UXCamp Vienna 2014 (Keynote), CX for Banking & Financial Services 2014, UX Roundtable Hamburg 2012, UX Bristol 2012, UX Cambridge 2011

- **Insurance**

Insurance Technology Congress 2015, European Insurance Forum 2015, Digital Insurance Strategies 2015, Insurance Technology 2014 (Keynote)

TRAINING & MENTORING

- **Academic Lecturing**

Birkbeck University

- **Corporate Training**

M&S, Pure Usability, Standard and Poor's, JISC, University of Bristol

- **Start-up Executive Mentoring**

Board-level advisor to 'Worry +Peace' (Insurance startup based out of Aviva's Digital Garage)

- **Outside Work**

I mentor several young people as part of my work teaching at a Mixed Martial-Arts Club in a disadvantaged area.

Let's Talk

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