



# Kartik Iyer

+31 (0) 642 978 814

kartik@iyer.dev

Den Haag, NL

Visionary leader with over 23 years of experience driving digital transformation and innovation at the intersection of data management, AI, and emerging technologies. Adept at translating complex technical concepts into actionable business strategies, fostering cross-functional collaboration, and driving organizational change.

## Core Competencies



Innovation & Thought  
Leadership



Change Management &  
Stakeholder Engagement



Enterprise Data  
Strategy & Governance



Cross-Functional  
Team Leadership



AI & Machine  
Learning Integration

## Work Experience



June 2022 till date

### Product Manager - MDM

Responsible for developing & maintaining strategy and product vision for master data management and data governance



Jan 2010 till May 2022

### Senior Project Manager

Responsible for all Program Management activities for Information services in the Corporate Domain - finance, billing, corporate services, legal and HR. Managed several multi-million-dollar supplier accounts for SITA in technical & business process outsourcing space, spread across various geographies – hands-on experience of working in an ecosystem of partners and managing co-delivery



Nov '07 till Nov'09

### Health Food Café Owner

Started a self-owned business in the F&B sector specialising in health food with a 12-seat restaurant with 20+ menu items in the heart of Pune city. Managed all functions of a restaurant including set-up, sourcing, marketing, financials, day-to-day operations and customer relationship management.



May'03 till Oct'07

### Transition Manager

Managed several large-scale transition & operations projects for customers such as BT, Cisco etc.



Aug'02 till Apr'03

### Ops Management roles

Managed large teams to achieve business objectives and SLAs including setting up reporting & Quality Assurance teams. Created & conducted soft-skills training workshops for call centre agents across India



Dec 2000 thru Apr'02

## Major Projects & Achievements

- Delivered 33% FTE efficiency through lean methodology and process standardization and small automations (2024)
- Led the conceptualization and deployment of innovative MDM data quality dashboard, improving clean record score by 35% programmatically (2023)
- Enterprise level SITA Customer & Legal entity restructure, implementation of a new customer data model across all integrated systems and business process related changes (2021-2022)
- Enterprise level SITA Portfolio Re-Structure, implementation of new product data model across all integrated systems and business process related changes (2019-2021)
- Robotic Process Automation for 17 use cases across service management domain, including P2P automation in the supplier data domain (2019-2021)
- Defining Enterprise Data model for 3 primary data entities across 4 product portfolios leading to several transformation project in the future (2017-2018)

## Education & Certifications



Bachelor of Arts in Economics & History  
Delhi University, graduated in 2000



Certified Six-Sigma Black Belt by International  
Six-sigma Institute, Certification  
ID:92330139117315



Generative AI courses via Google Cloud,  
Credential IDs 5002343, 6155265,  
6654306, 4592832



Certified SAFE® 4 Agilist



ITIL V3 foundation