

Dr Uma Jagadeesan

Uma Jags

Banking & Regulatory Transformation | Client Lifecycle Management | SupTech Strategy

Professional Doctorate in Global Leadership & Management | MBA Finance (Gold Medalist)

30+

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Executive Summary

A seasoned Banking and Regulatory Transformation leader with 30+ years of experience across global financial institutions and management consulting. Former Managing Director & Global Head of Client Onboarding & Lifecycle Management at Standard Chartered Bank (Singapore), accountable for end-to-end client due diligence, regulatory onboarding, and operational risk frameworks across Corporate, Institutional and Commercial Banking — managing 100+ team members and a USD 50M+ investment portfolio.

Deep specialization in Regulatory-to-Technology Translation, SupTech & Supervisory Design, Client Lifecycle Management, Data Privacy & Information Governance, and large-scale Business Transformation across multi-jurisdictional environments. Currently driving advisory engagements across Financial Services, FinTech, and Investor Services sectors in Singapore, UK, Mauritius, and Asia.

30+

Years Experience

100+

Team Members Led

\$50M+

CLM Investment Portfolio

40+

Markets Covered

Core Competencies

Regulatory Compliance & SupTech

FATCA, CRS, Dodd-Frank, EMIR, MiFID integration; supervisory design & workflow architecture

Client Lifecycle Management

End-to-end CLM strategy, due diligence, KYC/CDD, Fenergo & PEGA platform leadership

Business Transformation

Target Operating Model design, BPR, digital & AI roadmap across multi-jurisdictional environments

Operational Risk & Governance

Risk frameworks, data quality management, audit leadership, information governance committees

New Entity & Market Set-ups

Regulated entity establishment across Mauritius, UK, Singapore, India, India Gift City

Shared Services & GCC Design

Migration of 30+ processes from 40+ markets; one of SCB's largest Global Business Services centres

Digital Transformation & AI/ML

AI/ML marketplace platforms, NLP capability, technology expansion across BFSI & FinTech domains

Stakeholder & C-Suite Engagement

Board-level communication, cross-functional leadership, Legal, Compliance, Credit & Finance alignment

Program & Change Management

End-to-end programme ownership, Six Sigma Green Belt, milestone governance & quality delivery

Career Highlights

01

Led regulatory transformation (FATCA, CRS, Dodd-Frank, EMIR, MiFID) at SCB — integrating requirements into system configurations, business processes and global governance frameworks

02

Managed CLM strategic agenda with USD 50M+ investment budget; led phased implementation of Fenergo and PEGA CLM platforms across 4 global shared service centres with 100+ direct reports

03

Established Private Bank operations across 7 booking centres in MENA — first region in SCB to achieve a satisfactory internal audit with a complex cross-border booking model

04

Designed Data Privacy & Protection Framework aligned to Jamaica's Data Protection Act (DPA) 2020 — mapping supervisory workflows, dashboards and reporting logic for SupTech programme

05

Established regulated entities with full licensing across Mauritius, UK, Singapore, India, and India Gift City — covering Banking, Ancillary Services, Legal Services, and Investment Advisory

06

Spearheaded migration of 30+ processes from 40+ markets to 3 global hubs — awarded Best Transition Manager for on-time, quality delivery at SCB's largest Global Business Services centre

Professional Experience

- Apr 2025–Present** ● **Director | Infinitas Advisory FZ-LLC**
UAE / Global
- Jan 2026–Present** ● **BFSI Advisory Consultant | HGS**
UAE / Global
- Jun 2021–Present** ● **Management Consultant | IQ-EQ**
Mauritius / Singapore / Asia
- Mar 2017–Present** ● **COO & Management Consultant | SolveCube Pte. Ltd.**
Singapore / India
- Jan 2014–Feb 2017** ● **MD & Global Head – CLM (CIB & CB) | Standard Chartered Bank**
Singapore
- Apr 2010–Dec 2013** ● **Global Head – WB Client Onboarding & CSDU | Standard Chartered Bank**
Singapore
- Aug 2006–Mar 2010** ● **COO – MENA Private Bank | Standard Chartered Bank**
Dubai, UAE
- Nov 2001–Jul 2006** ● **VP Projects & Transition Lead – GBS | Standard Chartered Bank / Scope International**
Chennai, India

**~20 Years at
Standard Chartered Bank**

~8 Years Consulting

Standard Chartered Bank — ~20 Years of Global Leadership

2014–2017 **Managing Director & Global Head – CLM (CIB & CB) | Singapore**

- Global Process Owner for end-to-end CLM: Onboarding, Due Diligence, Regulatory Onboarding, Static Data, Periodic Reviews & Offboarding
- Led FATCA, CRS, Dodd-Frank, EMIR, CAD, MiFID implementation; directed Fenergo and PEGA CLM platform selection with USD 50M+ investment budget
- Managed 100+ direct reports across 4 global shared service centres

2010–2013 **Global Head – WB Client Onboarding & CSDU | Singapore**

- Set up global Client Static Data function for SCB; designed end-to-end governance, escalation and accountability framework
- Established SCI (Single Customer Identifier) and single-source-of-truth data standards across all bank segments and products

2006–2010 **COO – MENA Private Bank | Dubai, UAE**

- Established Private Bank business across 7 booking centres in MENA; achieved first satisfactory internal audit in complex cross-border booking model
- Integrated American Express with SCB Private Bank across business model, service model and client management

2001–2006 **VP Projects / Transition Lead – GBS India | Chennai, India**

- Completed 30 process migrations from 40+ markets in 30 months — all on time and to quality standards
- Awarded Best Transition Manager; certified Six Sigma Green Belt; led HR delivery across 56 countries

Consulting Career — ~8 Years of Advisory Excellence

Infinitas Advisory FZ-LLC – UAE / Global

Apr 2025–Present

- Leading **advisory practice** in regulatory compliance, business transformation and operational excellence for Financial Services clients across Asia, Middle East and Africa
- Programme Business Advisory for a **large Central Bank SupTech Implementation in the Caribbean Region**

SolveCube Pte. Ltd. — Singapore / India / Mauritius

Mar 2017–Present

- Lead all Client centric Consultech projects
- **Programme & Process Lead for a State Bank of Mauritius** in Mauritius — Target Operating Model for Digital, Data and Technology
- Launched AI/ML-based intelligent marketplace platform with NLP capability; led technology expansion across BFSI, Finance, Risk, Compliance and Digital Transformation

IQ-EQ — Mauritius / Singapore / Asia

Jun 2021–Present

- Set up and programme-managed the **Business Transformation Programme** driving the Digital and AI roadmap across Client Onboarding, Fund Accounting, Tax and Regulatory Compliance
- Re-engineered business processes (Level 1–3 mapping) for elimination, simplification, centralisation or automation

HGS – UAE / US / Global

Jan 2026–Present

- Provide Strategic and advisory leadership across banking operations, regulatory compliance, and financial crime domains.
- **Lead large-scale transformation initiatives**, regulatory compliance programs, and operating model design for banking and financial services clients

Education, Awards & Recognition

EDUCATION

2024

Professional Doctorate in Global Leadership & Management

European International University (EIU), Paris

2013

Executive Leadership Programme

INSEAD, Singapore

2012

Delta Mu Delta International Academic Honor Society in Business

Lambda Sigma Chapter, University of Phoenix

2002

Six Sigma Green Belt Certification

1992–1994

MBA — Finance (Gold Medalist ★)

Annamalai University, India

1986–1989

BA — English Literature

University of Madras, India

AWARDS & RECOGNITION



2024

FTIEA — Fame Times International Excellence Award

Global Leadership & Management



2004

Best Transition Manager Award

Standard Chartered Bank GBS — maximum projects managed on-time to quality



1994

Gold Medal — MBA Finance

Annamalai University, India

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Professionalism with a Personal Touch

