

ROHAN RAJ

Sr. Solution Consultant · Telco & BFSI · Southeast Asia

SecOps | IRM | ITSM | ITOM | OMT | FSM | ITAM — 7 Years Platform Depth

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Seven years building ServiceNow solutions for the Philippines' largest telco and India's biggest stock exchange — owning outcomes, not just delivering them. Deep platform expertise across SecOps, IRM, ITSM, ITOM, OMT, and ITAM, with pre-sales experience across Malaysia, Indonesia, Thailand, and the wider SEA market.

7 years platform depth · \$3M+ cost impact delivered · Pre-sales across 3 SEA markets · 3 CIS + CSA certified

CORE COMPETENCIES

PRE-SALES & COMMERCIAL

- › RFP / RFI Response Leadership
- › Solution Architecture & Scoping
- › Effort Estimation & Commercials
- › SKU Fitment & Licensing
- › Executive Presentation & Demos

PLATFORM EXPERTISE

- › SecOps — VR, SIR, Threat Intel
- › IRM / GRC / Risk Management
- › ITSM — Full Process Suite
- › ITOM — Discovery, Event Mgmt
- › OMT / FSM / ITAM / CMDB

DOMAIN & LEADERSHIP

- › Telco & BFSI Domain Expertise
- › Stakeholder Management (CxO)
- › Practice Build & SI Management
- › Adoption & Value Realisation
- › Commercial Negotiation

PROFESSIONAL EXPERIENCE

Sr. Solution Consultant

Apr 2024 – Present

inMorphis Holdco Pte Ltd — Manila / Singapore | Telco & BFSI

ITSM · IRM · ITOM · OMT · Custom Apps · Globe Telecom, Philippines

- Owned full client outcomes for Globe Telecom — the Philippines' largest telco — across ITSM, IRM, ITOM and Order Management, acting as single point of accountability.
- Led application consolidation initiative delivering cost savings of **\$1.8M** through rationalisation of legacy tooling across Globe's enterprise estate.
- Designed and deployed a custom ServiceNow application in 8 weeks to sunset a legacy system — delivering **\$400K** in cost avoidance.
- Conducted Change Modernisation process workshops and led adoption programmes across CIM, CLM, and Walk-up Experience.
- Performed pre-sales advisory and solution consulting for clients across Malaysia, Indonesia, and Thailand.
- Delivered P1 incident RCA for Globe's production ServiceNow environment — maintaining enterprise SLA compliance.

Sr. Solution Consultant

Aug 2022 – Mar 2024

inMorphis Services Pvt Ltd — Mumbai, India | BFSI & ITES

SecOps · ITAM · CMDB · Risk Management · NSE India (India's Largest Stock Exchange)

- Led McKinsey-owned ITAM Digital Transformation for India's largest stock exchange — implementing HAM, SAM, and Discovery across the enterprise.
- Implemented Vulnerability Response with ITAM Criticality tagging for **SEBI CSCRF** regulatory compliance — a first-of-its-kind in Indian capital markets.
- Built Tech-Debt Dashboard enabling identification and remediation of **\$1.2M** in potential infrastructure savings.
- Designed custom Risk Acceptance Policy framework on GRC/IRM, aligned to RBI and SEBI regulatory requirements.
- Owned CMDB completeness overhaul and Discovery re-implementation — improving CI accuracy from **60% to 95%+**.
- Performed pre-sales for SecOps solutions across India and USA.

ServiceNow Consultant

May 2022 – Jul 2022

inMorphis Services Pvt Ltd — Noida, India | ITES & F&B

- Led and closed pre-sales engagement for Vulnerability Response for Cambodia-based BFSI client.
- Performed post-implementation Value Realisation exercise for USA-based client — resulting in **3-year BAU contract renewal**.
- Managed custom application project for paperless warehouse — authoring BRD/FRD and maintaining development storyboard.

ServiceNow Consultant / BA

Jun 2021 – May 2022

Cloudaction Technology Services — Pune, India | ITES & Hospitality

- Implemented end-to-end SecOps Vulnerability Response with integrations to Rapid7 InsightVM and Microsoft TVM.
- Built Virtual Agent use case suite with 12 topic flows for end-user self-service adoption.
- Participated in pre-sales activities with Indian banking sector clients.

ServiceNow Developer / Administrator

May 2019 – Jun 2021

Tata Consultancy Services — Noida, India

- Managed administration of 3+ production ServiceNow instances for a global telecom client — maintaining 99.9% platform uptime.
- Implemented CSM (B2B) module and Continual Improvement Management for a Tier-1 telecom enterprise.
- Designed POC framework using Design Thinking methodology — selected for client innovation programme.

CERTIFICATIONS

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| › CIS — Vulnerability Response | — ServiceNow |
| › CIS — Risk & Compliance | — ServiceNow |
| › Certified System Administrator (CSA) | — ServiceNow |
| › Design Thinking | — IIT Madras (NPTEL) · Gold, 90% |
| › Certified Scrum Master | — Scrum Alliance |

EDUCATION

Bachelor of Technology — Mechanical Engineering

CGPA: 8.3 · 2019

National Institute of Science & Technology, Odisha

SELECT LINKEDIN RECOMMENDATIONS

“Rohan brings a rare combination of deep ServiceNow knowledge, ITIL process acumen, and superior stakeholder management skills.”

— Alberto Crisostomo, ITSM Platform Owner, Globe Telecom (Direct Manager, 2025)

“His strong hands-on expertise, deep understanding of telecom processes and platform architecture consistently led to successful outcomes.”

— Rajesh Singh, ASEAN Practice Lead & CTA, ServiceNow (2025)