

Dharmajit Sarangi

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Vice President – Customer & Technology Operations, Alshaya Group

Technology executive for global retail | CTO-equivalent scope | Platforms, AI and in-house capability at scale
C-suite strategy and delivery

Technology executive with 30+ years of experience leading digital, platform and operations transformation for global retailers, from Tesco's online grocery business (£2.5BN at the time, £6.5BN today) to Alshaya's 70+ brands across 13 countries. Accountable for the full technology agenda at Alshaya Group (CTO-equivalent scope), including $60M+ controllable Opex and $45–60M Capex. Regular presenter of technology strategy to CEO and Presidents. Built in-house capability (260-member GCC, AI and automation hub), delivered measurable efficiencies and savings, leading from the front with purpose, clarity and humility.

Core Strengths: Omnichannel & Digital Retail Strategy • Enterprise platforms, Cloud & Cybersecurity • Global Capability Centers • AI Governance and automation • FinOps and Technology value • Operating Model Transformation

Career Profile

Alshaya Group
Nov 2015 to date

Vice President – Customer & Technology Operations | Nov 2019 to date
Head of IT – Global Technology & Information Security | Nov 2015 to Nov 2019

- **Scope:** Accountable for technology across 70+ brands, 3,500+ stores and 13 countries across ecommerce, stores, supply chain, cloud, cybersecurity and AI: $60M+ controllable Opex within a total Opex of ~$270M, $45–60M Capex, team size 450
- **Savings:** Delivered $12M annual savings (4.4% of total Technology Opex including depreciation) through FinOps, automation, platform modernization, and organization re-design
- **GCC:** Built a 260-member Global Capability Center in Bengaluru from scratch over five years, avoiding $10–12M annually, cutting partner costs, speeding delivery and improving quality through business and operational KPIs, and a continuous improvement culture
- **AI:** Established the Automation and AI hub (60+ process bots, 99 FTE digital workforce, $2.5M annual productivity gains freeing capacity for revenue enablement and customer initiatives) and created "Citadel" – the AI governance model and Azure platform for safe AI adoption enterprise-wide
- **Technology & Operations:** Launched "Alshaya Cloud" and a single customer-focused operations hub for all of EMEA, modernizing products and services for store, office and warehouse colleague and customer journeys; led the move from legacy and data centers to hybrid cloud. Business outcomes: Stock Available to Promise up to 98.5% from 93%, financial period closure cycle down from 9 to 5 days, incidents down 20% year on year, with NPS consistently at 80%
- **ESG:** Executive sponsor for IT-led ESG initiatives delivering 600 tons annual carbon reduction
- **Security & service:** Led technology and information security for a $6B business, with PCI-DSS and ISO 27001 compliant systems, governance and controls, and 24x7 customer service and managed services at 80% NPS and 98% SLA
- **Trajectory:** Promoted four times; role expanded to absorb the scope of three Director roles. Developed four executive leaders in team who now own and deliver product and services portfolios end to end

Tesco Plc
Jan 2006 to Oct 2015

Head Engineering & Technology – Price, Promotion and Clearance Services | Aug 2014 to Oct 2015

Head Engineering – Online Order Fulfillment | Sep 2013 to Aug 2014

One of Europe's largest grocery and general merchandise retailers, online .COM serving millions of customers weekly

- Led platforms supporting £2.5BN (now £6.5BN) online grocery business scaling to 100,000+ orders/day, team size of 90
- Designed and implemented enterprise pricing, promotions and markdown micro-services for Tesco Omnichannel, improving price & promotion integrity and cycle times across channels
- Led IT readiness for Christmas trading supporting £500M revenue in 3 weeks, awarded "Blue" for outstanding service
- Delivered Project of the Year 2014 for high-automation fulfillment centers to drive productivity and scale (Erith)

Project Manager, Hewlett Packard Bangalore & Cupertino
Jan 1997 to Dec 2005

Global enterprise IT services, delivery spanning retail, manufacturing and public sector clients across US and Asia

- Led global enterprise delivery across retail, manufacturing and public sector domains
- **Walmart.com –** delivered one-to-one personalization and ecommerce for Walmart.com's online customers
- **Toyota Thailand –** designed and delivered an inventory costing system that integrated Southeast Asia suppliers
- **e-Governance –** Partnered with Andhra Pradesh government to lead digital e-Governance initiatives for communities in rural India, launching local-language portals and kiosks to reach digital have-not communities

Software Engineer – BFL Software, Bangalore
Apr 1994 to Dec 1996

- Software design, development and testing/certification of IT solutions: Modernized PBX systems with embedded technologies, document scanning systems and device drivers for Sun Microsystems

Education & Certifications

- Chief Technology Officer Programme, IIM Visakhapatnam
- Certified Corporate Director & Member – Institute of Directors (IOD)
- Cybersecurity Strategist Certification Program – Data Security Council of India (DSCI)
- B.E. Mechanical Engineering, NIT (formerly R.E.C.) Rourkela
- Machine Learning (Stanford Online) and Python for Data Science and ML
- PG Diploma, Software Engineering, Indian Computer Academy (ICA), Bangalore, 1993–94 – awarded with Harvard University Division of Continuing Education