

EXECUTIVE PROFILE

Saravanan Vijayakumar

Transformation practitioner, advisor and builder.

20+ years helping organisations navigate customer experience, digital transformation, AI adoption and capability building across APAC, the Middle East and India.

I help leadership teams make better decisions before committing significant time, money and organisational effort — and then help turn those decisions into shipped products, capabilities and transformation outcomes.

At a glance

Focus	AI readiness · Transformation · CX · Capability · Venture
Regions	India · Gulf · Broader Global South
Sectors	Banking · Fintech · Healthcare · Government · Retail · SaaS · Aviation
Roles today	Founder, SVKi · VP, OneMagnify
Available for	Advisory engagements, fractional leadership, transformation

What I do

AI readiness and adoption

Help leadership teams decide what to do — and what to avoid — with AI. Translate ambition into prioritised, deliverable bets.

Transformation decisions

Bring clarity to competing priorities, align leadership, technology and delivery, and de-risk significant organisational commitments.

New products and capabilities

Design, validate and ship first products, customer experiences and internal capabilities that unlock the next chapter of growth.

Leadership and organisational change

Coach senior leaders through growth, ambiguity and transformation; build capability systems that outlast any single programme.

LEADERSHIP JOURNEY

Twenty years. Four chapters.

2024 — Present

OneMagnify

AI-enabled CX transformation, operating model modernisation, executive workshops and capability maturity programmes.

2019 — Present

Squaircle

AI readiness, transformation advisory, customer experience, venture building and capability systems for organisations across India and the Gulf.

2015 — 2019

Market Simplified

APAC banking and capital markets — digital transformation, design leadership, delivery operations and team scaling.

2007 — 2015

Cognizant

Enterprise consulting across CX transformation, discovery and strategy, stakeholder management and business alignment.

Selected contributions

Healthcare · India

Referral-to-diagnosis, redesigned.

Shortened the path from first referral to confirmed diagnosis across a high-volume eye care network without adding clinical load.

What changed. 90% reduction in referral-to-diagnosis time.

Banking · Gulf

Straight-through digital banking.

Replaced manual handoffs in onboarding and servicing journeys for a regional bank.

What changed. 70% straight-through processing across core journeys.

Capital Markets · APAC

Mobile trading, rebuilt for cost and clarity.

Re-architected the trading experience to reduce operating cost and friction for active traders.

What changed. 35% reduction in operating costs.

Retail · Gulf

Onboarding lift for a regional retailer.

Restructured customer onboarding to improve conversion across digital channels.

What changed. 30% uplift in customer enquiries.

Industries

Financial Services · Healthcare · Government · Retail · Martech · Digital Commerce · SaaS · Aviation.

Selected organisations

RAKBANK · ADCB · SABB · HSBC · TVS Credit · Royal Sundaram · Aravind Eye Care · Guidance Tamil Nadu · Babyshop · Landmark Group · Emaar · Six Flags Qiddiya · Temenos · Sundaram Finance · Yas Island · Sobha.

Selected engagements delivered through previous employment, partnerships and independent consulting assignments.

Philosophy

“I see patterns where most see chaos.”

The work has never been about design, technology or AI alone. It has always been about helping organisations make sense of complexity and move forward with confidence.

Currently available for

Advisory engagements, fractional leadership roles and select transformation opportunities. Start a conversation at [linkedin.com/in/saravananvijayakumar](https://www.linkedin.com/in/saravananvijayakumar) or move a decision forward at svki-launchpad.lovable.app/advisory.