



CONTACT

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PLATFORMS

Microsoft 365 · Entra ID
Intune · Defender
LAN/WAN · Wi-Fi · VPN
WMS · TMS · ERP · CRM
APIs · EDI · Integrations
ServiceNow · Jira SM
Qlik · Power BI

EXPERTISE

Multi-Site IT Operations
Service Delivery & ITIL
Operational Continuity
Teams & Service Providers
Incident & Escalation Mgmt
Systems & Site Rollouts
Security & Compliance
Budgets, KPIs & SLAs

EDUCATION

BSc Computer Science
Goa University, India

CERTIFICATIONS

ITIL Foundation
PRINCE2 Foundation
Digital & AI Transformation — RSM
Leading without Power — Schouten & Nelissen
Gen AI for Executives — IBM
Pursuing: TOGAF · SRE · DevOps AIOps

Prince Rajan

Regional IT Manager | Multi-Site Operations & Logistics

PROFILE

Hands-on IT operations leader with 23+ years of international experience, including 19 within IKEA, supporting multi-site retail, restaurant, warehouse, and distribution operations.

Experience covers service continuity, local teams, providers, infrastructure, security, ERP, CRM, logistics systems, integrations, budgets, projects, and continual improvement.

Combines regional ownership with practical delivery and clear stakeholder communication.

Based in the Netherlands | Existing Highly Skilled Migrant (HSM) residence permit

EXPERIENCE

IT Service Management & Operations Manager

Inter IKEA Systems B.V. · Nov 2021 – June 2026 · Delft, Netherlands

- Led the roadmap and continual improvement of a global technology ecosystem, translating operational needs into priorities, service improvements, governance, and executable plans.
- Led a distributed team of 24 across the Netherlands and Sweden, accountable for workplace technology, local infrastructure, operational readiness, and support for approximately 3,000 coworkers.
- Chaired a network spanning 25+ countries, aligning regional representatives, providers, business needs, enterprise standards, security controls, and consistent execution.
- Standardised IT service practices across 300+ product and platform teams, improving governance, service data, incident ownership, escalation paths, and consistent delivery.
- Managed a strategic supplier transition, coordinating internal teams, providers, operating-model changes, integrations, testing, readiness, knowledge transfer, and adoption.
- Raised SLA adherence from 80% to 92% within 12 months by using incident data and KPIs to improve resolution, prioritise recurring issues, and strengthen provider accountability.
- Partnered with 12 franchisees representing 450+ stores to consolidate regional demand, prioritise operational needs, and shape technology roadmaps and service decisions.

Regional IT Head

IKEA - Al Futtaim Group · Feb 2015 – Oct 2021 · Dubai, U.A.E.

- Owned regional IT operations for a €325M+ business across four countries, supporting stores, restaurants, offices, warehouses, and distribution centres with senior business leaders.
- Translated business needs into regional priorities and roadmaps spanning infrastructure, service delivery, ERP, CRM, POS, e-commerce, supply chain, logistics, and operations.
- Led a distributed team of 15 and a €6M portfolio, holding teams and providers accountable for service, cost, and risk.

LANGUAGES

English — Fluent

Dutch — Basic

RECOGNITION

Top 100 CIOs UAE — CIO Forum ME (2019)

IKEA Exceptional Performance (2013/14)

IKEA Service Champion (2007/08)

HOBBIES & LEISURE

Travel & Cultural Exploration

Watch Collecting (Mechanical)

Badminton & Tennis

Chess

- Rolled out global IT, security, and compliance standards while addressing local operational, data-privacy, network, endpoint, and business-continuity requirements.
- Directed system implementations and upgrades from requirements and functional analysis through integration, testing, training, go-live, support handover, and service stabilisation.
- Improved availability and cost efficiency by standardising infrastructure and support, resolving recurring incidents, strengthening vendor follow-up, and simplifying the regional technology landscape.
- Led multi-site rollouts with clear ownership, site readiness, change control, user training, transition plans, performance measures, and active stakeholder communication.

Project Manager - IT

IKEA - Al Futtaim Group · Sep 2012 – Jan 2015 · Dubai, U.A.E.

- Led technology-enabled expansion into three countries, coordinating new stores, distribution centres, networks, business systems, supply-chain dependencies, providers, and operational readiness.
- Delivered ERP, CRM, analytics, and e-commerce capabilities, coordinating requirements, process design, API and data integrations, testing, readiness, user adoption, and support handover.
- Managed a €4M programme budget with business cases, forecasting, dependencies, risks, vendors, resources, change control, and executive reporting across concurrent rollouts.

IT Administrator

IKEA - Al Futtaim Group · Dec 2006 – Aug 2012 · Dubai, U.A.E.

- Managed daily IT operations across three large IKEA stores and distribution centres, covering 150+ POS terminals, LAN/WAN, Wi-Fi, endpoints, servers, business applications, and supply-chain dependencies.
- Acted as an incident escalation point and supported store and system rollouts, coordinating providers, technical dependencies, testing, readiness, user training, support handover, global standards, and follow-up through service stabilisation.

IT Administrator

Landmark Group · Aug 2002 – Nov 2006 · Dubai, U.A.E.

- Supported approximately 40 multi-brand stores, regional headquarters, warehouses, networks, business applications, and 100+ POS systems. Worked closely with local teams and external providers on connectivity, user access, hardware lifecycle, incident escalation, and daily operational readiness.
- Improved service performance through monitoring, incident analysis, vendor follow-up, escalation, and operational reporting. Tracked service trends, coordinated corrective actions with site managers and suppliers, and maintained clear ownership through resolution. Delivered business and service insights to regional and store management for faster decisions, prioritised improvements, and practical site actions.