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SCOTT B. DARROW

CHIEF TECHNOLOGY OFFICER

CORE COMPETENCIES

HARD SKILLS

- Agentic AI (Virtual Automated Recruitment, Resume Parsing and Scoring.)
- AI interview simulation (AWS Bedrock)
- AI/ML systems for recruitment, HR, platform intelligence
- AU/NZ-specific regulatory stack
- CI/CD, DevSecOps, quality gates
- Cloud-native (AWS) / SaaS modernization
- Data platform, catalog, lineage
- eCommerce & payment-gateway platforms
- Enterprise & modular architecture (ERP/MRP/SCM)
- Environmental / GIS data platforms
- FinTech / Open Finance, KYC/AML automation
- Flutter microfrontends + Northstar design system
- Flutter-based Super App Development
- GraphQL federation & service mesh
- High-throughput data pipelines (Spark, Kafka, OpenSearch)
- HRIS core with RBAC (Keycloak IAM)
- Human-in-the-loop and consent-aware AI
- ITIL-aligned banking/operations systems
- Microservices, blue/green, serverless

Strategic Technology Leadership Profile

Scott Byron Darrow is a technology leader with more than three decades of experience turning complex systems into practical, scalable solutions for business. He's worked across continents, building platforms that make organisations more efficient, more adaptive, and better prepared for the future.

Scott thinks differently—literally. As a dyslexic thinker with strong spatial reasoning, he approaches problems from angles most people don't see. That ability has helped him recognise patterns, connect systems, and design tools that deliver long-term value in areas like artificial intelligence, cloud infrastructure, open finance, and enterprise resource planning.

At his core, Scott believes that technology should serve people—not the other way around. He's led teams that built 36 modular business systems used across 28 industries. He helped launch an environmental risk platform that processed billions of data points and earned recognition as Oracle's Technology Company of the Year. At Emapta, he oversaw the development of an integrated employee platform powered by AI, where smart assistants, résumé scoring tools, onboarding automation, and intelligent search all work together to improve hiring outcomes and reduce time to productivity.

Scott has also helped banks, insurers, and government institutions modernise their infrastructure. At UnionBank's fintech arm, he helped launch a secure open finance ecosystem. He built offshore technology hubs in the Philippines that achieved 99.9% uptime and passed every compliance audit.

Throughout his career, he's stayed focused on the same principles: solve real problems, build systems that scale, stay transparent with teams, and measure success by outcomes—not hype.

Whether he's advising a board on AI ethics or helping an engineer debug a deployment, Scott brings the same mindset: simplify where possible, listen carefully, and make sure the work connects back to something that matters.

CORE COMPETENCIES

HARD SKILLS

- Modular / API / event-driven platforms
- Multi-country leave management
- NLP-based enterprise assistants
- Observability (Prometheus, OpenTelemetry)
- Operationalized AI (models, guardrails)
- Predictive candidate / workflow scoring
- Regulatory stacks (BSP, AMLC, Open Finance PH, GDPR, PDPA, DPA)
- Security / privacy-by-design
- Semantic / keyword / vector search (OpenSearch)
- SSI & consent engines (Hyperledger Indy)
- Talent Marketplace (ETM)
- Talent Recruitment Management (TRM)
- Tech strategy & multi-year architecture
- Time & Attendance with geofencing
- TOP (Talent Onboarding Platform) with AIM

CHIEF TECHNOLOGY OFFICER

EMAPTA

Nov 2022 – Present

As Chief Technology Officer at **Emapta**, I lead the strategy, architecture, and technical execution of the company's enterprise-grade digital platform ecosystem. Delivered through the **MyEmapta SuperApp**, the system serves as the operational core for over **10,000 employees** and **800 client teams**, enabling streamlined, secure, and intelligent workflows across talent acquisition, onboarding, HR operations, and support automation.

I oversee the platform's full technology stack, encompassing **AI-first system design, microservices orchestration, infrastructure and observability, DevSecOps**, and **regulatory compliance**. Execution is distributed across parallel delivery teams operating under a federated architecture and secured by **Keycloak IAM, ISO 27001-aligned DevSecOps**, and an event-driven, GraphQL-based service mesh.

CORE PLATFORM MODULES

AI-Powered Virtual Automated Recruitment (AVAR)

- Accepted into the **AWS Generative AI Innovation Center (GenAIIIC)** as a production-grade AI system designed to transform recruitment operations at scale.
- Comprises multiple AI subsystems:
 - **Emparse**: LLM-powered résumé parser standardizing candidate data across roles, industries, and experience bands.
 - **EmScore**: Machine learning-based fit-ranking model customizable by job family, skills, and domain.
 - **AI Interview Simulator**: Agentic assistant using AWS Bedrock models to conduct candidate simulations with red flag detection, auditability, and human-in-the-loop oversight.
- Processes over **200,000 candidates monthly**, integrated across TRM and ETM systems.

Talent Onboarding Platform (TOP)

- Automates contract generation, preboarding workflows, ID validation, and AIM (Access and Identity Management) registration.
- Connects directly to IAM and HRIS, enabling secure, single-pass conversion from offer letter to active user

CORE COMPETENCIES

SOFT SKILLS

- Culture-building around accountability, reliability, security
- Executive / board-facing communication
- High-trust change leadership
- Inclusive, low-ego collaboration
- Leading cross-functional AI teams (human-in-the-loop)
- Market enablement & offshore capability development
- Mentoring / communities of practice
- Multi-region team scaling (PH • AU • NZ)
- Outcome / OKR-aligned communication
- Public / brand-facing technology representation
- Stakeholder & product partnership
- Strategic advisory (NZTE, ADB, govt agencies)
- Vendor negotiation & partner ecosystem management

Talent Recruitment Management (TRM)

- End-to-end ATS solution supporting job requisitions, recruiter dashboards, campaign workflows, and AI-enhanced candidate evaluation.
- Natively integrated with Emparse and EmScore, providing consistent evaluation pipelines, recruiter feedback loops, and regulatory data segregation.

Enterprise Talent Marketplace (ETM)

- A semantic and keyword hybrid search engine was built on OpenSearch using vector embeddings, structured filters, and a configurable scoring engine.
- It supports weighted matching across title, role, skill, and job family; it integrates synonyms, fuzzy matching, and natural language queries.

ADAM Chatbot (LLM-Based Assistant)

- Embedded assistant built on AWS Bedrock and fine-tuned Sonnet models.
- Supports cross-domain queries spanning HR policies, IT support, onboarding, and system navigation.
- Offers real-time source-linked responses, escalation to Freshservice, and multilingual capabilities via modular prompt chaining.

HCM PLATFORM AND HR SYSTEMS

Time & Attendance

- Full-featured timekeeping system with mobile punch-in/out, biometric sync, geofencing rules, exception workflows, and support for automated agentic attendance marking for exempt staff.
- Integrates with schedule policies, shift differentials, and compliance rules configurable per client engagement.

Leave Management

- Multi-country leave policy engine with quota tracking, rule-based accrual, blackout date enforcement, approval workflows, and calendar integration.
- Supports region-specific configurations (PH, AU, NZ, US) with customizable categories and eligibility logic.

CORE COMPETENCIES

DATA & ANALYTICS & DECISION SUPPORT

- **Big Data Infrastructure** – Deployed Spark, Kafka, and OpenSearch pipelines capable of ingesting 8B+ monthly events and supporting advanced environmental, recruitment, and fintech analytics.
- **Search, Scoring & Semantic Matching** – Delivered configurable match engines (e.g., ETM) with vector embeddings, role-weighted scoring, and multilingual natural language processing.
- **Consent, Identity & Compliance Engineering** – Oversaw system-wide RBAC, verifiable credentials, encrypted data flows, and modular consent logging aligned to GDPR, PDPA, and DPA mandates.

BOARD ADVISORY & MARKET ENABLEMENT

- **Strategic Advisory Roles** – Active Beachheads Advisor for NZTE; supports tech go-to-market strategies, platform localization, and offshore capability building in the Philippines and ASEAN.
- **Series A/B Readiness** – Architected platforms to support scale, regulatory alignment, and investor due diligence; key contributor to UBX's Series B technical positioning.
- **Governance & Thought Leadership** – Trusted board presenter on AI transformation, risk posture, digital ethics, and platform investment alignment.

HRIS Core

- Serves as the authoritative source of employee records across the organization.
- Includes structured data for employment status, compensation history, contractual roles, document compliance, and internal movement.
- Connected via GraphQL federation to all live production modules, enabling unified data access with strict RBAC control through Keycloak IAM.

Platform Engineering & Governance

- **Federated GraphQL Architecture:** All modules built using schema-managed subgraphs, enabling scalable, contract-based API evolution.
- **Flutter-based Microfrontend UI:** This implementation of the Northstar Design System across modules ensures consistency, accessibility, and speed of delivery.
- **Shared Services:** This includes centralized modules for IAM, Notifications, Observation (Prometheus + OpenTelemetry), File Storage, and Audit Logging.
- **DevSecOps:** CI/CD pipelines implement gated promotions, feature flag management, and real-time trace analysis to ensure high uptime and low mean time to resolution (MTTR).
- **Compliance & Privacy:** All modules support regional data privacy regulations (GDPR, PDPA, DPA), including encryption at rest, consent logging, audit trail capture, and role-isolated data flows.

PROJECT HIGHLIGHTS

AI and ML Implementation Leader

Spearheaded critical AI and machine learning projects for a global corporation with over 9,000 employees, revolutionizing processes and enhancing operational efficiency.

Fintech Trailblazer

Led the development of a Blockchain-based Self-Sovereign Identity System, a comprehensive payment gateway system, and a super app using Flutter for a leading fintech company, setting new industry standards.

Enterprise Systems Architect

Designed and deployed extensive ERP, MRP, and SCM systems for major international companies, driving operational excellence across multiple countries.

Digital Transformation Visionary

Directed the digital transformation for a major ESG-focused global corporation with 5,500 employees across 22 companies and 16 locations in Australia, North America, Europe, Africa, and Asia.

eCommerce Innovator

Architected a cutting-edge eCommerce platform for a leading retail corporation with over 2,850 stores in the Philippines, significantly enhancing customer experience and operational capabilities.

Logistics and Transport Systems

Designer: Developed a comprehensive sales, transport, and logistics management system for the largest food company in the Philippines, streamlining operations and boosting efficiency.

Payment Gateway Architect

Engineered the primary system for a payment gateway processing 18 billion Philippine Pesos per month, utilizing Kafka, Spark, and related technologies to ensure robust performance and reliability.

E-commerce Ecosystem Builder

Constructed a sophisticated eCommerce platform and environment for a \$1.8 billion value-added direct marketer of technology products, services, and solutions to businesses, government, educational institutions, and individual consumers.

CHIEF TECHNOLOGY OFFICER

11/2020 to 10/2022

UBX – UnionBank of the Philippines' FinTech Venture Arm

Chief Architect of Open Finance, Digital Identity, and Banking-as-a-Service Platforms

UBX evolved from an internal venture into the Philippines' flagship Open Finance ecosystem and digital banking innovation platform. During this transformation, I drove the strategic and technical foundation behind its rise as the national reference model for **regulatory-compliant fintech infrastructure**, including **KYC/AML automation**, **digital identity**, and **superapp orchestration**.

SIGNATURE ACHIEVEMENTS

Banking Superapp Framework

Led the integration of UBX capabilities into a modular, API-driven superapp ecosystem supporting multi-tenant use cases—retail banking, payments, lending, and SME onboarding. Architected cross-channel orchestration (mobile, agent, web), with embedded KYC/AML, onboarding flows, real-time notifications, and federated user state.

Xpanse Open Finance Platform

Conceived and delivered **Xpanse**, a distributed-asynchronous transaction pipeline (DATP) architecture designed to ensure end-to-end financial workflow integrity, featuring granular rollback, fault tolerance, and ISO 27001-grade observability.

- Onboarded **250+ banks, e-wallets, and fintechs** via a unified secure API gateway, supporting **rate limiting**, **self-service sandboxes**, and **automated compliance validation**.
- Enabled partners to launch and scale regulated financial products in days, not months.

AI-Powered KYC/AML & Compliance Automation

- Deployed real-time ML models for **fraud detection**, **anti-money laundering pattern analysis**, and **OCR-based document intelligence**, reducing manual KYC review time by **60%**.
- Operationalised **AI-driven risk scoring pipelines** in onboarding and transaction workflows, aligned with **BSP**, **AMLC**, and **Open Finance PH** guidelines.
- Delivered ₱40M in annual OPEX savings through workflow digitisation and reduced compliance backlog.

PROJECT HIGHLIGHTS

Environmental Solutions

Worked on a startup in the environmental solutions space, developing an advanced Environmental GIS application integrating over 1,500 data sources and 26 map layers, processing 8 billion transactions per month. This initiative garnered the Oracle Technology Company of the Year award.

Operational Excellence Strategist

Led Build, Operate, and Transfer operations for multiple development centers, managing full P&L for product development, software, hardware, and infrastructure. Implemented architectural improvements, design solutions, integration solutions, and agile development methodologies.

Banking Technology Specialist

Designed and implemented web-based ITIL systems for major banks in Japan, enhancing IT service management and operational efficiency.

With a strategic focus and a commitment to innovation, I continue to drive technological advancements and operational excellence across diverse global industries.

ADVISORY ROLES



NEW ZEALAND
TRADE & ENTERPRISE

Beachheads Advisor

New Zealand Trade and Enterprise
(NZTE), Manila, Philippines
11/2014 to Current

As part of the NZTE Beachheads Advisory Network, I collaborate with private-sector executives to accelerate New Zealand businesses' market entry and growth. This partnership leverages our combined experience, skills, and networks to create strategic advantages in global markets.

AKIN: Self-Sovereign Identity (SSI) & Consent Engine

Launched **AKIN**, a Hyperledger Indy-based identity system powering verifiable credentials, biometric authentication, and DID-based consent management for banking-grade use.

- Introduced **password-less access** for fintech applications and federated consent revocation aligned with the Data Privacy Act and regional Open Finance mandates.
- Mobile SDK supported seamless identity portability across partner apps and agent networks.

Security, Scale & Regulatory Resilience

- Orchestrated UBX's **multi-cloud, microservices backbone**, scaling to **200K+ SME users, 9,000+ banking agents, and 250+ regulated institutions** with 99.99% availability.
- Passed multiple **BSP, ISO 27001, and AMLC** audits with **zero major findings**, validating the stack as a trusted, regulatory-compliant infrastructure layer.

Business Outcomes

- **Technology revenue grew 5×** in 2021, with UBX becoming the core technical enabler for embedded finance across ASEAN.
- **Partner onboarding time dropped from 3 months to <1 week** through Xpanse's automated contract routing, identity validation, and sandboxed compliance check workflows.
- Successfully **positioned UBX for Series B fundraising**, with the architecture showcasing **bank-grade security, fintech agility, and regulatory trustworthiness**—a rare trifecta in ASEAN's financial innovation landscape.

ADVISORY ROLES

Head IT Audit

Philippine Statistics Authority (PSA)

05/2018 to 05/2019

In my role as an independent consultant to the Public-Private Partnership Center for Government (PPP) of the Philippines and the Asian Development Bank (ADB), I led comprehensive IT audits to ensure robust governance, risk management, and compliance with industry standards.

Advisor

Mobbiz Solutions, Manila, Philippines

08/2018 to Current

At Mobbiz Solutions, I provide strategic guidance to help organizations across various countries enhance their performance through mobile technologies. By leveraging mobile solutions, we drive operational efficiency and innovation, enabling businesses to thrive in competitive markets.

Advisor

CRDZ, Sydney, Australia

11/2017 to 12/2019

As an advisor for CRDZ, a blockchain disruptor, I championed the vision of immediate compliant transfers of digitized assets free of intermediaries. We invited business and thought leaders to explore why current cryptocurrencies, including Bitcoin and Facebook's Libra, are unsuitable for commercial transactions. My role focused on blockchain technology and business development, driving innovation and adoption in the digital asset space.

PRESIDENT

DARROW CONSULTING

Nov 2017 - to 10/2020

Philippines

Darrow Consulting, I provided technology leadership, management, and professional services to both foreign and local enterprises within the APEC region. I collaborated with clients to develop strategies and policies aimed at establishing ITO operations and achieving their business objectives. My role included interviewing, onboarding, and mentoring technology resources for clients, as well as supporting, training, supervising, and mentoring teams of technology professionals. I also spearheaded business-wide technology change management initiatives and proposed technical feasibility solutions for new functional designs, suggesting options for performance and business improvements.

Active Projects: 7-Eleven Philippines & Apollo Technologies

Key achievements include architecting the primary system for a payment gateway processing 18 billion Philippine Pesos per month, with a redesign using Kafka, Spark, and related technologies as the core. Additionally, I led the development of a new eCommerce ecosystem, redesigned using Nuxt.js, Nest.js, GraphQL, Vue Storefront, and other related technologies, significantly enhancing the platform's performance and capabilities.

CHIEF TECHNOLOGY OFFICER & CEO OF THE PHILIPPINES

10/2015 to 02/2018

HÆLTHTECH

Advanced a cloud-native InsurTech start-up into a regional technology partner of choice for group and individual health insurers.

- **Built the Manila innovation hub from zero to a full-stack delivery centre.** Stood up agile teams in engineering, QA, business analysis, DevSecOps, support, HR and finance, establishing the operational backbone for rapid product cycles and 99 % on-time releases.
- **Architected the OMNI Framework**—a micro-services SaaS platform that unifies claims adjudication, policy administration, premium billing, payments and reporting for multi-tenant insurers.
- **Launched HæthLink Cloud Services**, a secure, elastically scaling e-commerce layer that lets providers, brokers and members transact in real time across web and mobile channels.
- **Embedded AI-driven Fraud, Waste & Abuse detection.** Deployed anomaly-detection and predictive-scoring models that cut suspect-claim review time by 60 % and drove double-digit loss-ratio improvement during pilot roll-outs.



A deep dive
into AI's impact
on the global
workforce

Do androids dream of electric jobs? Diving deep into AI's...

AI's dual role: Disruptor and Creator
We may witness the elimination of ...



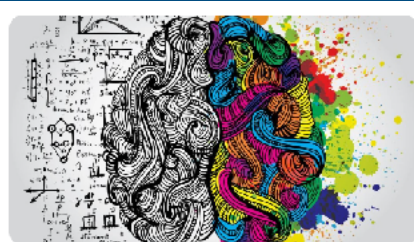
Fusing AI and low-code tech to simplify app development

It was an absolute honour to share
my expertise in low-coding in the...



Debunking Common Low-Code Myths

Debunking Common Low-Code
Myths The low-code development...



Harnessing the Hidden Potential: The Value of Dyslex...

In the dynamic landscape of
technological advancement and...

- **Opened the platform via HL7/FHIR-ready APIs.** Reduced new-insurer and hospital integration effort from weeks to days while enabling real-time eligibility, authorisation and settlement services.
- **Instituted DevSecOps on AWS.** Implemented containerised blue/green deployments, automated compliance scans and ISO 27001-aligned controls, achieving 99.9 % monthly uptime with zero major audit findings.
- **Commercial traction.** Secured multiple international insurers within 18 months, underpinning Series A expansion across Southeast Asia and positioning HæłthTech as a recognised provider of employee-benefit and healthcare platforms in Asia-Pacific.

For more information, visit [HæłthTech](https://haelthtech.com).

GLOBAL CTO & CIO

ADEC INNOVATIONS

09/2013 to 09/2015

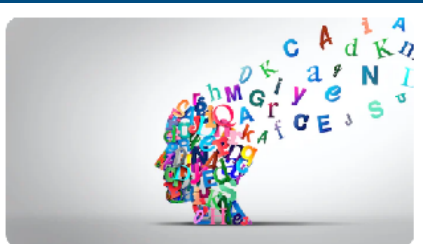
Philippines

ADEC Innovations stands at the forefront of impact investing, dedicated to designing, developing, and delivering a comprehensive data management and technology portfolio focused on Environmental, Social, and Governance (ESG) solutions. With a robust workforce of over 5,500 employees, spanning 22 companies and 16 locations across Australia, North America, Europe, Africa, and Asia, ADEC Innovations is committed to driving sustainability and long-term financial viability as integral aspects of our impact investing framework.

In our pursuit of technological excellence, we've embarked on a transformative digital strategy. This includes a complete transition to cloud infrastructure and a comprehensive overhaul of all corporate websites. Central to this strategy is the implementation of SaaS solutions, a mobile-first approach, and the conversion of all applications to the RAD development platform, OutSystems. These significant technology advancements ensure that we remain agile, efficient, and capable of meeting the evolving needs of our clients and stakeholders.

Explore more about our initiatives and impact at [ADEC Innovations](https://adecinnovations.com).

BLOG POSTS



The value of dyslexia

In an era characterised by technological advancements...



The Emapta AI journey: Pioneering the future of talent...

Emapta's comprehensive AI ecosystem marks a paradigm shift i...



AI's Dual Role: Disruptor and Creator – A Follow-Up

AI's Dual Role: Disruptor and Creator – A Follow-Up Seven months ago, ...



Unlocking Your Super Powers: A Message to Children with...

Dear Future Innovators, I'm Scott Darrow, and I want to share...

CHIEF TECHNOLOGY OFFICER

ENVIROSITE CORPORATION (ADEC Innovations Company)

09/2013 to 09/2015

Connecticut, US

Data management, environmental solutions, and knowledge processing are the foundational strengths of both Envirosite Corporation and ADEC Innovations.

As a startup, the cornerstone of Envirosite existence was WorkBench. It needed to combine years of environmental data expertise and innovation to provide a flexible web-based delivery platform that would need to be dynamic, customizable and able to deliver reports real-time 24/7. The solution would allow customers to work interactively on property data, something not imagined at the time. WorkBench gathered data from over 1,800 databases and included 45 map layers to provide environmental data and reports all in one location. This significant venture earned the team Oracle Technology Company of the Year 2014

<https://www.envirositecorp.com>

IT DIRECTOR

SUPPLY-LINK (ADEC Innovations Company)

09/2013 to 09/2015

Cambridge, United Kingdom

Developed SaaS applications with a primary goal to help factories to improve performance and create better working conditions for workers. Using RAD tools, we build an online software platform that has searchable supplier profiles and allows users to share information and data, creating competitive communities that drive improvement.

Software is intuitive, responsive and accessible on all desktop and mobile devices. Supply-Link™ platform also takes direct feeds from environmental sensors for continuous monitoring. The platform allows brands to view their entire supply chain on a single portal and produce operational reports on performance and risk.

SKILLS

- **A**gile Development
- **A**rtificial Intelligence
- **B**2B & B2C
- **B**ig Data
- **B**lockchain Technologies
- **B**oard Advisor
- **B**usiness Intelligence & Analytics
- **D**evelopment
- **D**igital Transformation
- **e**-commerce
- **E**mployee Benefits
- **E**nterprise and cloud computing
- **E**nterprise Resource Planning
- **H**ealthcare
- **H**ealth Insurance
- **I**nventory Management
- **I**T Outsourcing (ITO/BPO)
- **I**TL Systems
- **K**nowledge Management
- **L**ogistics
- **M**achine Learning
- **M**aterial requirements planning
- **M**obile Applications
- **O**pen Source Technologies
- **P**roject Management
- **P**rocess Optimization
- **R**apid Application Development
- **R**etail Management systems
- **S**aaS
- **S**crum
- **S**DLC
- **S**trategic technology vision
- **S**upply chain management
- **T**alent Management

MANAGING DIRECTOR OF OPERATIONS

VOLENDAY

05/2012 to 08/2013

Philippines

Volenday is a Technology Services and Workforce Solutions provider focused on delivering high-quality, flexible and price competitive solutions to solve our clients' most pressing business needs.

I took on the role of transforming and improving operations by driving both the soft and hard elements needed to move the company forward. Changes included culture-related initiatives to recognition to top performers, and technology & process initiatives that brought new ways of working to groups across the company.

www.volenday.com

VICE PRESIDENT OF INFORMATION TECHNOLOGY

PCM, NASDAQ:PCM

03/2008 to 02/2012

Torrance, USA

PC Mall, a \$1.8 Billion value-added direct marketer of technology products, services and solutions to businesses, government and educational institutions, and individual consumers.

Leveraging a combination of business strategy, technology, consulting, and operations experience, I led the building of a new e-commerce platform using open source technologies and tools. Challenges included building a team of over 150+ people, implementing advanced search and machine learning-based customer recommendations engine as well as the creation of new toolsets.

The scope of the eCommerce initiative was to create a new website creation environment within PCM that allows marketing personnel to create websites, rather than teams of developers. The overriding objective was to allow web pages redesigns to occur in minutes, rather than in days. The initiative created faster searching, web pages, and a customer-focused website.

APPLICATIONS BUILT

- **3PL, 4PL**
- **Accounts Payable**
- **Accounts Receivable**
- **B2B & B2C**
- **Bill of Materials**
- **Cash management**
- **Contract management**
- **Direct deliveries**
- **e-commerce**
- **Employee Benefits**
- **Enterprise Asset Management**
- **Enterprise Requirements Planning**
- **Environmental risk management**
- **Fixed assets**
- **Human Capital Management**
- **Insurance**
- **Inventory Management**
- **Invoicing**
- **ITIL**
- **Learning Management Systems**
- **Logistics Requirements Planning**
- **Loyalty**
- **Machine history**
- **Material Requirements Planning**
- **Payments**
- **Point of Sale**
- **Production control**
- **Production scheduling**
- **Project monitoring**
- **Purchase Requisition Management**
- **Quotation management**
- **Rebate management**
- **Routing**
- **Royalty management**
- **Sales Commissions**
- **Sales Orders**
- **Service job costing**
- **Shipment tracking and costing**
- **Store inventory management**
- **Super App**
- **Supply Chain Management**
- **Talent Management**
- **Talent Onboarding**
- **Transport planning**
- **Warehouse management**
- **Works order processing**

VICE PRESIDENT OF INFORMATION TECHNOLOGY

VALUECOMMERCE

04/2007 to 03/2008

Tokyo, Japan | Philippines

Yahoo! Owned e-commerce enabling company providing the full range of services businesses and customers, need to buy and sell online with the confidence that comes with working with the leading Affiliate Marketing Company in Japan.

Responsible for the setup of development Centre and transition of critical Russian developers who relocated to Manila. Scope included rebuilding Development and Quality Assurance teams, including all aspects of recruitment and assimilation of development staff from Russian. Implement corporate development, quality assurance, and implementation methodologies, processes and teams to support demanding aggressive business goals.

OWNER / GENERAL MANAGER

IT-COMMERCE (PH), INC.

01/2003 to 03/2007

CSEZ, Central Luzon | Japan

IT-ASM was a robust IT Operations Management (ITOM) system using the latest web-based technology to simplify and enhance IT operations. Fully compliant with ITIL, SOX, and other frameworks, IT-ASM offered a user-friendly "web appliance" integrating hardware, firmware, and software for immediate IT management. Available as a SaaS solution for smaller organizations, IT-ASM ensured accessibility for all enterprise sizes.

IT-ASM's Enterprise Asset Management (EAM) system maintained detailed records of all IT and non-IT assets throughout their lifecycle, optimizing return on capital and ensuring compliance. Its advanced inventory management adhered to OAGIS standards and surpassed ITIL's CMDB requirements. Additionally, the Enterprise Service Management (ESM) system integrated incident, problem, change, and release management, all conforming to ITIL best practices. This provided comprehensive control, helping organizations reduce IT costs, manage compliance, and improve overall capital returns through effective lifecycle, inventory, contract, and cost management of IT assets.

INDUSTRIES

- **3PL, 4PL**
- **Affiliate Marketing**
- **Appliances**
- **Artificial Livestock Breeding**
- **Automotive**
- **Contract Logistics**
- **Contract Manufacturing**
- **Banking (ITIL)**
- **BPO**
- **e-commerce**
- **Data Management**
- **Electrical Supplies**
- **Electronics**
- **Environmental risk management**
- **ESG**
- **Fintech**
- **Food and Beverage**
- **Government**
- **Healthcare**
- **Health Insurance**
- **Hotel Management**
- **Inspection, testing & certification**
- **ITO**
- **Knowledge Management**
- **Manufacturing**
- **Packaging Solutions**
- **Pharmaceutical**
- **Publishing**
- **Recruitment**
- **Retail**
- **Supply Chain & Logistics**

FOUNDER & CHIEF TECHNOLOGY OFFICER

PINNACLE SOFTWARE & LOGISTIC SOFTWARE

01/1984 to 12/2002

Auckland | Manila | Hong Kong | Detroit | London (Cap Gemini)

From 1984 to 2002, Scott Byron Darrow embarked on an extraordinary journey as the Chief Technologist and Founder of Pinnacle Software and Logistic Software. His tenure, marked by relentless innovation and leadership, transformed the landscape of supply chain software and left an indelible mark on the tech industry.

THE VISIONARY AT THE HELM

Scott's vision was clear from the start: revolutionise supply chain software to meet the needs of a global market. Over 18 years, he built Pinnacle Software and Logistic Software into a technological powerhouse, serving clients across New Zealand, Australia, Hong Kong, Singapore, Taiwan, the Philippines, China, Thailand, Europe, and the United States.

As the principal architect and developer, Scott created 36 modules encompassing critical functional areas of ERP, SCM, and MRP. His solutions were not just software; they were transformative tools that enhanced operational efficiency and scalability across 28 diverse industries.

TRANSFORMING ERP SYSTEMS

Scott's approach to ERP systems was both visionary and pragmatic. He led the comprehensive design and development of ERP solutions, meticulously tailored to address the unique needs of various industries. Utilising a modular approach, he developed 36 distinct modules that clients could customise and integrate according to their specific requirements, covering areas such as financial management, human resources, supply chain management, and manufacturing processes.

His implementation strategies were equally robust. Scott oversaw the successful deployment of ERP systems across multiple continents, adapting to the unique regulatory, economic, and operational contexts of each region. This meticulous planning minimised operational disruptions and maximised system efficiency. Furthermore, Scott championed user training and support, crafting detailed programs to boost user adoption and satisfaction, and ensuring systems remained at the cutting edge of technology through continuous maintenance.

A Story of Industry and Technological Integration

A company specializing in machine tools, lathes, and machinery transformed its operations with ERP and SCM systems, streamlining processes and optimizing inventory management and production planning. This strategic move elevated their industry standing.

A computer sales leader optimized their supply chain and enhanced customer satisfaction with ERP and SCM solutions. In the appliance retail and wholesale sector, another company unified its operations from procurement to sales with ERP, improving decision-making. An artificial breeding company ventured into custom software solutions for precision and efficiency.

A key player in contract logistics utilized SCM systems for real-time tracking and coordination, driving customer satisfaction. Food manufacturers and distributors managed production and distribution processes with ERP, maintaining high standards of quality and efficiency. A supplier of electrical equipment streamlined inventory and sales processes with ERP, enhancing operational efficiency and customer service.

A contract logistics service leveraged SCM for end-to-end visibility and timely service delivery. A testing and certification service used custom solutions for precision and efficiency.

An asset and service management company adopted IT Asset Management and Service Management systems to enhance operational efficiency and service delivery, providing comprehensive asset tracking and streamlined service processes. A contract manufacturer implemented ERP and MRP systems to optimize manufacturing processes, driving operational excellence.

A leading contract logistics company adopted custom solutions for complex logistics operations, ensuring optimal performance and customer satisfaction.

A major retailer implemented ERP and SCM systems for extensive retail operations, ensuring a seamless shopping experience. A shopping mall operator used these systems for end-to-end visibility and control. Additionally, a contract logistics company managed logistics operations with SCM, ensuring timely and efficient delivery.

A food manufacturer and distributor managed production and distribution with ERP, maintaining high standards of quality and efficiency across their supply chain.

A company managing hotels, bars, and nightclubs adopted hotel management and ERP systems, enhancing operational efficiency and customer experience with real-time data and analytics.