PMP, CSM and CSPO Certified and a result-driven Portfolio, Product, and Platform Strategist with over 2 decades of experience in translating business vision into actionable plans and executing & delivering complex initiatives across FinTech, BFSI, and Capital Markets. Over 15 years of exclusive experience driving financial products across Core, Retail, Commercial, and Consumer domains, including Credits, Loans, and Global Payments.

# Employment Summary

## Selsoft Inc, Product-Project Head, Since Sep 2024, NJ

Spearheading AI/ ML product developments in creating competitive APIs capable of processing data from multi-sources leveraging Azure Document intelligence, refined with OpenAI GPT to produce required outcomes.

* **Product Development & Launch:** Define and communicate product vision and strategy | Collaborate cross-functionally to align on goals

| Engage stakeholders and manage expectations | Conduct Market Research | Foster innovation and continuous improvement | Identify and mitigate risks | Track and measure product performance.

* **Project Delivery & Client Success:** Build and nurture client relationships | Manage strategic accounts and projects and identify new opportunities | Advocate for clients within the organization | Oversee client projects from start to finish | Maintain transparent communication | Resolve client issues promptly | Track client satisfaction and project success.
* **Product Analyst:** Crafting various financial products by analyzing data from systems like Oracle, SAP HANA, and Teradata, developing insightful dashboards and analytical reports in Tableau

## Finastra Technologies, Director of Portfolio Global Services, SEP 2019 to July 2024

5 years exclusive experience in managing **Digital Transformations** for open, cloud-enabled banking solutions

Headed a portfolio, executed and delivered over 1600 project implementations for over 25 products, ~3000 On-premise & Cloud-SaaS engagements for Core, Retail, Commercial, Consumer, Payments, Lending and Digital gamut of Products:

* **Payments: Global** PAYplus (GPP) and Payments to Go
* **Universal banking:** Phoenix, Malauzai, Fusion Analytics, ECM, Essence, Midas, Equation
* **Lending:** Consumer Lending, Commercial Lending, Cash & Liquidity management, Loan IQ, Originate, MortgagebotLOS & POS, CreditQuest, LaserPro

**Technologies**: Microsoft’s Open API architecture, MS Azure, AI-ML, Data Analytics, Micro services and Digital Transformations.

Portfolio Management

* Strategic Roadmap Planning (BRP)
* Stakeholder Alignment
* Prioritization and Capacity Planning
* Risk & Dependencies Management
* Financial Budgeting & Decision-Making
* Performance monitoring
* Portfolio Governance
* Communication & Mgt Reporting
* Continuous Improvement

Program & Project Management

* Pre-Intake planning (Sales Turnover)
* Project Initiation (Define, Plan, Kick off)
* Manage Scope, Schedule & Cost
* Resource Management
* Risk & Mitigation Planning
* Quality Assurance
* Change Management
* Stakeholder Expectations Management
* Escalation POC
* Forecasting, Revenue and Cost Control
* Agile-Sprint Ceremonies
* Go Live, Closure & Post Go Live support

**A few client projects listed below:**

### Client: Citibank | Role: Strategic Program Manager

**Project: Implementation:** Global payment transformation program to implement globalized payment hub (GPP-SP & Classic) multi-country, multi-currency, multi-instances, multi-version implementation, upgrade and premium support).

* 70+ global locations consisting High Value, Cross Border Payments, IP, and Global liquidity risk management.
* 25+ rollouts for ~14 countries, 4 regions (APAC, LATAM, EMEA and NAM), 4 Payment pillars, 4+ Clearing rails (ACH, RGTS, SWIFT, SEPA)

**Project: Architectural Modernization Journey:** Managed Technical stream programs to support High availability, High Scale Instance, Performance optimization & Reduce TCO cost. Established a Target Operating model to: -

* Increase system availability, near-zero downtime, reduce upgrades efforts and achieve optimal cost efficiency.
* Introduce various process performance frameworks to meet required SLA, achieve optimum configuration to meet the required TPS.
* Reduce payment processing times: Optimize JBOSS &Web Sphere and API capabilities to be called from channels.

### Client: Truist (SunTrust & BB&T – Acquisition & Merger)

* **Project: Implementation:** GPP (Global PAYplus) legacy payment hub to support a historic acquisition and merger
* **Project: Upgrade:** Oracle certification and Upgrade Technical stack compatible for GPP version
* **Project: Support:** Premium support in optimizing the performance benchmark to accommodate M&A new volumes

### Client: CitiBanamex

* **Project: Upgrade**: N-2 product version, performance analysis and optimization of TCO.
* **Project: Enhancement:** Optimize solution design to reduce customizations and gaps on Payment flows & Business Rules
* **Project: Discovery:** Strategize Back to Core (Evaluate, Identify and Automate Upgrade process)

### Client: Bank of America

* **Project: Implementation, Upgrade & Support:** Led the multi-generation payments initiation and HUB implementation of GPP project. Program scope is to support bank on its strategic business adoption and enable them to evolve on multiple payment process engines which includes but not limited to High Value and customized Mass payments flows.

### Client: M&T

* **Project: Migration, Upgrade and Support:** Payment Hub Migration of People United Bank’s Global PayPlus (GPP) to M&T Classic GPP (Accounts, Customers, Templates, etc.,)

**Led various Strategic Initiatives (multiple clients):** Global Common Core, Back to Core, Upgrade Factory and KPI-driven C-level Analytics and Reporting dashboards

## IntraEdge – IT Project Manager, March 2019 to Sep 2019

Managed multiple projects for American Express

## Selsoft Inc., General Manager – Program Delivery, Dec 2014 to March 2019

Managed multiple projects for American Express

### Client: American Express - Enterprise Customer Marketing and OPEN NPA business functions on Big Data platform projects:

* **Project: Customer Marketing**: Enabled campaign eligibility without accessing complex data centers.
* **Project: Flight Aware**: Provided real-time, customized offers during flight delays via push notifications.
* **Project: Data Optimization**: Streamlined data layers to reduce complexities and simplify ETL processes.
* **Project: Marketing Campaigns**: Developed events & triggers to deliver customized promotional offers based on transactional behaviors.
* **Project: Lead Generation**: Optimized fulfillment processes for lead generation, eligibility, and suppressions.
* **Project: Machine Learning Application**: Enabled product packaging for marketing campaigns using machine learning techniques.
* **Project: Spend Behavior Analysis**: Used KNN models to analyze spend behavior and package offers based on demography.
* **Project: Big Data Migration**: Migrated Abinitio Data Warehouse to a Big Data platform and established an ETL framework.
* **Project: Prospect Engagement**: Leveraged Big Data to create a 360-degree view of prospects for the OPEN (US Small Business Cards) acquisition and engagement, enhancing cross-channel marketing.

## HCL Tech, GPM - Delivery &Solution Analyst (Oracle Fusion – Hyperion Suite), Feb 2011 to Nov 2014

Managed 18+ complex large programs for clients globally on Financial and Business Transformations includes iCFO Planning, CIB Budgeting & Reporting, Data Domain Modeling, COA re-engg, Complexity Reduction and Financial Planning: Revenue Forecasting, CAPEX, Manpower Planning, R&D and G&A budgeting and Close & Consolidation projects.

**Client:** Deutsche Bank

* **Project: CFO Planning Solution**: Developed a project-based cost view for precise cost allocation across client units and cost centers based on employee time, headcount, P&L, and client recoveries
* **Project: CIB Budgeting & Reporting System:** Created a framework for target setting, planning, and forecasting with integrated workflow for Corporate Banking, Securities, and GTB
* **Project: Cost Reporting & Analyst (CREDA):** Designed a solution integrating data from multiple systems (SAP, GL-BCS, CREDA) into a single cost repository
* **Project: Planning Complexity Reduction:** Developed a framework allowing dynamic business changes without IT support, mapping business-management hierarchies using DWH tools.

**Client:** Merck Pharmaceuticals, NJ

* **Project: TRANSIT**: Transforming Reporting and Analytics Necessary for Strategic Information Today – Global Consolidation System
* **Project: FRECON:** Financial Reorganization and Consolidation (Close & consolidation for Merck)
* **Project: CONCERT:** Consolidations and Corporate Enterprise Reporting Tool
* **Project: COBRA:** Consolidated Online Business reporting application (Reporting & analysis for Human Healthcare)
* **Project: Reporting & Analytics**: Support system to enable USERS to access the analytical data to gauge their Business Process to update Business Plan at account level
* **Project: Campaign Data Management** for Marketing & Campaign analysis, Promotion of Marketing events CDA Upgrade Clinical Development Analytics on OBIEE platform with Informatica ETL

### More Projects for Global Clients:

* Banking & Financial Services: Deutsche Bank, Bank Muscat, Qatar Invest, Citibank, SBIG, State Street, ANZ, People’s Bank, CNO, Bank of Tokyo, ANB, BMW, GE Corporate, RBS, Barclays and more
* Financial Transformation: Merck Pharmaceuticals, Otsuka Pharmaceuticals, Brocade, Teradyne, Gilead Sciences and more

## Previous Employments:

Genpact, Principal Consultant – Program Delivery Oracle BI Practice, June 2009 to Feb 2011

TTP Partners (formerly SINMAX Global), Practice and Business head for APAC, Jan 2008 to April 2009 Polaris Software Labs, Global Presales Manager, Dec 2006 to Dec 2007

Financial Consultant & SME, IT Consulting Organizations: 1993 to 2006

## Education (Academic & Certifications)

Master of Commerce, University of Madras, INDIA

Certified Executive Leadership (eCornell) | Certified Performance Leadership (eCornell)

Project Management Practice (PMP) | Certified Scrum Master (CSM) | Certified Scrum Product Owner (CSPO)

## Tools & Methodologies:

**Technologies:**

* Big Data, MS Azure, AWS, PowerBI, AI/ML, Data Analytics, Micro services, and Open API architecture
* Oracle, SAP HANA, Teradata and Tableau
* Apache Kafka and Apache Camel, alongside Containerization solutions like Docker and Kubernetes
* Spring Boot, Selenium, and JUnit
* Oracle DRM (Data Relationship Management) on Master Data Management (MDM), HFM (Hyperion Financial

Management), FDM (Financial Data Quality Management), Hyperion Planning & Essbase and Hyperion Enterprise

**PM Tools:** Kantata, OpenAir, Rally, Clarity, Atlassian, JIRA, Confluence, MS Office, MS Project & Visio, Salesforce NetSuite, SFDC, CRM, Service Now, Remedy, SAP Fieldglass, Power BI.

**Methodologies and Framework**: SDLC, Waterfall, Agile Methodology, SAFe, Scrum Master, Agile Coach, Kanban, Lean six sigma (WhiteBelt)