

# ARAVIND PREMACHANDRAN

petersteelenator@gmail.com | 6238665827 | Bengaluru, India 560077

## Summary

Results-driven Retail Banking Project Manager with 14+ years of experience and an MBA, specializing in delivering transformational projects that drive measurable benefits for banks, customers, and stakeholders. Possesses a strong understanding of retail banking concepts, with deep expertise in lending products, Investment Banking, product propositions, rewards, and partnerships. Demonstrates extensive knowledge of Agile frameworks, coupled with proficiency in project management tools such as JIRA, MS Project, and Confluence.

## Skills

- Project planning, vision, and strategy
- Budgeting/Scheduling
- Change Management in Digital Initiatives
- Regulatory compliance expertise
- Technology Infrastructure
- Agile methodologies, Waterfall
- Risk Assessment, Strategy Analysis
- Scaled Agile Framework, Scrum, Kanban
- JIRA, Confluence, Rally, and Trello
- KPI/Value Creation
- Resource Management
- Effective Delivery Management
- Strategic decision-making
- Monitoring and tracking
- MS Projects

## Experience

08/2024 - Current  
Epsilon India  
Bangalore, India

### Project Manager

#### Project - Truist Bank.

Project Scope: **Digital Transformation of the Trade Settlements System.**

As a project manager, I led the end-to-end planning, execution, and delivery of this project. I led the modernization of a legacy trade settlements system to enhance processing speed, regulatory compliance, and integration with third-party clearinghouses.

- Defined project scope, objectives, and roadmap in collaboration with the Front Office, Middle Office, and Operations teams.
- Digital transformation of the trade settlements system of developers, business analysts, and QA engineers to migrate the settlement system to a cloud-based platform.
- Managed project timelines, risks, and budgets, ensuring adherence to regulatory requirements, such as T+1 settlements.
- Implemented Agile methodology using JIRA and Confluence to streamline development and deployment.

Oversaw data migration from legacy systems to cloud infrastructure, ensuring minimal disruption to ongoing operations.

- Coordinated with vendors, ensuring integration with the FIX protocol and SWIFT messaging for real-time trade confirmations.
- Conducted UAT, obtaining sign-offs from key stakeholders, leading to a successful go-live within the scheduled timeline.

04/2021 - 05/2024

Accenture

Bangalore, 560077

### **Project Lead Consultant**

Led the implementation of a Digital Loan Origination System (LOS) for a mid-sized bank, CIBC, based in the U.S., enhancing operational efficiency and the customer onboarding experience.

- Collaborated with business stakeholders, loan officers, and IT teams to define project scope, milestones, and success metrics.
- Developed a comprehensive project plan using JIRA to track requirements, sprints, and deliverables, and also set up JIRA boards to track sprints, epics, and user stories for smooth execution.
- Managed a cross-functional team of eight members across development, QA, and business analysis.
- Facilitated Agile ceremonies (Daily Stand-ups, Sprint Planning, and Retrospectives) to ensure smooth execution.
- Worked closely with third-party vendors to integrate credit scoring APIs and fraud detection systems.
- Conducted UAT sessions with business teams to validate system performance and compliance.

09/2015 - 07/2019

Finastra

Trivandrum, India

### **Senior Consultant - Projects**

#### **Product - DecisionPro (Loan Origination) / Commercial Loan**

As a Product/Project Consultant for Finastra, I played a key role in implementing and enhancing the Total Lending Solution, a comprehensive platform designed to streamline the lending process for consumers and financial institutions. The solution aimed to improve risk management, facilitate easier lending, and ensure compliance, while delivering a fast return on investment.

- Acted as a Product Consultant for Finastra's Total Lending Solution, enhancing the end-to-end consumer loan and deposit experience by implementing user-centered design principles and compliance standards.
- Created detailed project plans, defined milestones, and ensured resource allocation to meet project timelines and deliverables
- Led cross-functional collaboration to improve risk management through advanced analytics, resulting in a 30% reduction in loan approval times, and enhanced decision-making capabilities.
- Conducted stakeholder workshops to facilitate understanding of platform features and compliance requirements, driving a 40% increase in user engagement and satisfaction.
- Streamlined lending processes by identifying inefficiencies and recommending improvements, which led to a significant increase in operational efficiency and customer satisfaction.
- Provided ongoing compliance expertise to ensure adherence to regulatory standards, safeguarding client interests, and minimizing risk exposure.
- Streamlined lending workflows by identifying pain points and recommending process improvements, resulting in reduced loan processing times, and enhanced operational efficiency.

01/2012 - 09/2015

Allianz

Trivandrum, India

### **Deputy Manager - Insurance Projects**

In my role as Deputy Manager at Allianz, I oversaw the entire lifecycle of claims processing system enhancements and transformation initiatives. I spearheaded the adoption of Agile methodologies, which streamlined workflows, boosted operational efficiency, and heightened customer satisfaction.

- Managed multiple claims-related projects within an Agile framework, facilitating key ceremonies, including Sprint Planning, Daily Standups, Sprint Reviews, and Retrospectives, to ensure continuous alignment and efficient project delivery.
- Led the design and implementation of an enhanced claims management system that improved processing time, reduced error rates, and improved customer satisfaction.
- Managed and prioritized the product backlog to ensure that the most critical features, such as automated claims adjudication, and fraud detection, were delivered first.
- Identified bottlenecks in the claims process, and implemented improvements that reduced claim

processing times and enhanced overall team productivity.

- Proactively identified risks and issues, mitigating them through timely interventions, and continuous communication with stakeholders.

10/2004 - 11/2008

24/7 Customer

Bangalore, India

#### **Technical Service Associate**

- Provide technical support to customers via phone, email, and chat, resolving issues related to software, hardware, and network connectivity.
- Diagnose and troubleshoot technical problems, guiding customers through step-by-step solutions.
- Document and track customer issues and resolutions in the company's CRM system.
- Collaborate with technical teams to escalate and resolve complex issues.
- Conduct remote sessions to assist customers with software installations, configurations, and updates.
- Maintain a high level of customer satisfaction by ensuring timely and effective resolutions.
- Create and update technical support documentation and FAQs for internal and customer use.

## **Education and Training**

- B Com - Kerala University
- MBA (IT)- Arunachal University of studies

## **References**

Upon Request