

Professional Summary:

- Distinguished Professional with over **15 years'** experience in Implementation, Development & Support of Banking Products and Services
- Experience in IT Program & Project Management and Software Delivery in both offshore/onshore models
- In-depth understanding of analyzing the existing business processes, conceiving and delivering elegant and cost-effective solutions
- Domain expertise entails the verticals like API, Channel, Core and Retail Banking
- Strong interpersonal communication and relation skills, ability to interact effectively at all organization levels
- Ability to set and reset priorities based on knowledge of business, technology roadmaps and key strategies
- Dexterity in leading and mentoring cross-functional and technology teams in a multi-facility environment to maximize the productivity

Academics and Certifications:

- Bachelor of Commerce (**B.Com.**) from Mumbai University, Mumbai in 2002
- **IGNIIT** – Diploma in Computer Programming from NIIT, Mumbai in 2003
- **Prince 2 – Practitioner**
- **MSP – Practitioner**
- **ITIL 4 – Managing Professional**
- **COBIT 5**
- EXIN – AGILE Scrum Master (**ASM**)

Work Experience:

- **Enterprise Solutions, Program Management and Banking Technology Consultant**, Since Mar 2019
- **Senior Principal Consultant**, Oracle Financial Services Software Ltd., India, Sep 2007 – Mar 2019
- **Release and Configuration Manager**, Mastek Ltd., India, Jul 2007 – Sep 2007
- **Associate Projects**, Covansys (India) Pvt. Ltd., India, Oct 2006 – Jul 2007
- **Associate Consultant**, i-flex Solutions Limited, India, Aug 2004 – Sep 2006
- **FM Engineer**, Wipro InfoTech Pvt. Ltd., India, Nov 2003 – Jul 2004

Key Result Areas:

- Working with Customer Teams on Solution Designing
- Preparing Logical and Physical solution architecture
- Assisting Customers with IT Infrastructure Design and Recommend Appropriate Solutions
- Program Delivery and Project management including budgeting, resourcing and onsite executions
- Conducting Product Demonstrations, Functional, Technical Trainings and Workshops
- Working with Sales teams throughout sales cycle including Solution Review, Sizing and Contract Negotiations
- Guiding and mentoring internal teams for enhancing their professional skills and serving the organizational purpose

Career Highlights:

- Successfully executed deliveries and implementations for some of the premier clients in Southern Africa Region well within the defined schedule and budget
- Devised a delivery review framework for kick-starting programs with the right basics and lead to in-time delivery, reduced or no rework for sustainable and stable production environments
- Implemented tools & programs for harvesting best practices across projects
- Chalked out the Data Migration and Performance monitoring strategies for various projects
- Proven Experience in managing programs worth USD 2.5 M and above

Skills:

- | | |
|---|---------------------------------------|
| • Program Management | • Infrastructure Design and Review |
| • Project Management | • Oracle FLEXCUBE Universal Banking |
| • Project Budgeting and Financials | • Oracle FLEXCUBE Core Banking |
| • Software Delivery Management | • Oracle Banking Digital Experience |
| • Software Implementation | • API, Channel and Digital Banking |
| • Enterprise Solutions Design | • Product Demonstrations and Training |
| • Cross Platform and Cross Technology Integration | • Presales and RFP Processes |

Projects Profile:

North Africa Bank - Libya, Tunisia System Upgrade, Role: Enterprise Solutions Architect, Aug 2019 – Dec 2019

- Production Environment Design and Commissioning for Core and Digital Banking Solutions
- Review and align System Architecture to overall Enterprise Architecture
- Solution and Technology Profiling and Recommendation based on customer requirements
- Data Migration Strategy design and implementation
- Work with Technical Team on UAT Challenges and Issues
- Reviewing Product Parameters with Bank's Functional Team
- Assist Program Manager in monitoring overall solution lifecycle from concept to production roll out and post live support thereafter

FASYL Technology Group – South Africa, Role: Banking Technology Consultant, Mar 2019 – Jul 2019

- IT Infrastructure Design and Solutioning for Customers across Africa
- Design and device Organizational Technology Road map
- Solution and Technology Profiling and Recommendation based on customer requirements
- Working with IT sales team for Solution, Service and Product Demonstrations and Presentation
- Leading Digital Transformation Projects
- Manage key account relationships
- Monitor overall solution lifecycle from concept to production roll out and post live support thereafter

Southern Africa Delivery Management Southern Africa, Role: Delivery Lead - Digital, Aug 2018 – Mar 2019

- Leading Digital Transformation Projects in the region
- Manage key account relationships in the region for the Customers in Southern Africa region
- Conduct Product Walk throughs and Workshops for Customers
- Manage Stakeholder expectations
- Monitor overall solution lifecycle from concept to production roll out and post live support thereafter
- Negotiate budget and finalize requirements
- Manage onsite and offshore teams

AU Small Finance Bank, India Role: Delivery Manager - Digital, Feb 2018 – Aug 2018

- Coordinating Offshore Delivery for Oracle Banking Digital Experience
- Requirement analysis and solution designing for the Net Banking Upgrade
- Managing Onsite Implementation and Offshore Development of Customization
- Manage Stakeholder expectations
- Monitor overall solution lifecycle from concept to production roll out and post live support thereafter
- Negotiate budget and finalize requirements
- Manage onsite and offshore teams

Delivery Management India Projects, Role: Delivery Manager - Digital, Aug 2017 – Feb 2018

- Coordinating Offshore Delivery for Oracle FLEXCUBE Direct Banking
- Requirement analysis and solution designing for the Net Banking Upgrade
- Managing multiple Support, Customization and Implementation Projects single handedly
- Manage Stakeholder expectations
- Monitor overall solution lifecycle from concept to production roll out and post live support thereafter
- Negotiate budget and finalize requirements
- Manage onsite and offshore teams

Yes Bank Ltd., India – Account Management, Role: Delivery Manager - Digital, Dec 2016 – Aug 2017

- Coordinating Offshore Delivery for Oracle FLEXCUBE Direct Banking
- Requirement analysis and solution designing for the Internet Banking Upgrade
- User Experience design for Net Banking Upgrade
- Managing multiple Support, Customization and Implementation Projects single handedly
- Manage Stakeholder expectations
- Monitor overall solution lifecycle from concept to production roll out and post live support thereafter
- Negotiate budget and finalize requirements

Lesotho Post Bank, Lesotho - Onsite Implementation, Role: Project Manager, Nov 2016 – Dec 2016

- My specific responsibilities were as below:
- Onsite Project and Resource Management
- Stakeholder management and reporting
- Designing Project Dashboards (Status, Migration and Delivery)
- Working with client on Project Strategy and Relevant Plans
- Coordinating and tracking Solution Delivery with Offshore Teams
- Managing revenue, invoicing, sign offs and staff allocations

Delivery Manager, Southern Africa Region, Role: Delivery Manager, Feb 2016 – Dec 2016

- Coordinating Offshore Delivery for Oracle FLEXCUBE Universal banking with clients in Southern Africa Region
- Managing Escalations for the clients
- Stakeholder management and reporting
- Creating and negotiation budget for customization projects
- Creating and managing Project Initiation Documentation
- Coordinating and tracking Solution Delivery with Offshore Teams
- Managing revenue, invoicing, sign offs and staff allocations

Nedbank Ltd. FLEXCUBE – Implementation, Role: Program and Delivery Manager, Jul 2015 – Nov 2016

- Managing Onsite Implementation of Oracle FLEXCUBE Universal Banking, Oracle FLEXCUBE Direct Banking – Internet Banking, ORACLE FLEXCUBE Originations and ORACLE FLEXCUBE Direct Banking – Mobile Banking
- Requirements analysis and delivery tracking across projects
- Stakeholder management & reporting including Steering Committee and Board
- Designing Project Dashboards (Status, Migration and Delivery)
- Creation and update of Project Management Plan
- Coordinating Delivery with Offshore on all the projects
- Managing revenue, invoicing, sign offs and staff allocations

South African Reserve Bank, South Africa - FLEXCUBE Upgrade, Role: Project Manager, Feb 2015 – Jun 2015

- Managing Onsite Implementation of Oracle FLEXCUBE Universal Banking and Oracle FLEXCUBE Direct Banking – Internet Banking.
- Requirements analysis and delivery tracking with offshore
- Stakeholder management & reporting including Steering Committee and Board
- Designing Project Dashboards (Status, Migration and Delivery)
- Creation and update of Project Management Plan
- Coordinating Delivery with Offshore on all the projects
- Managing revenue, invoicing, sign offs and staff allocations & travel

South African Post Office, South Africa – FLEXCUBE Upgrade, Role: Project Manager, Sep 2013 – Jan 2015

- Managing Onsite Implementation of Oracle FLEXCUBE Universal Banking and Oracle FLEXCUBE Direct Banking – Internet Banking
- Requirements analysis and delivery tracking across projects
- Stakeholder management & reporting including Steering Committee and Board
- Designing Project Dashboards (Status, Migration and Delivery)
- Creation and update of Project Management Plan
- Coordinating Delivery with Offshore on all the projects
- Managing revenue, invoicing, sign offs and staff allocations & travel

South African Post Office Upgrade project - Customisation ,Role: Development Manager, Jan 2013 – Aug 2013

- Handling development of FCUBS GAPS identified during the GAP Analysis for South Africa Post Office
- Code Review and SQA Activities
- Product Delivery and Release for Customer Deployment
- Review requirements with client and internal stakeholders
- Align the project against the defined SDLC Process of the company
- Managing revenue, invoicing, sign offs and staff allocations & travel
- Creation and update of Project Management Plan

Zambia National Commercial Bank Ltd., Zambia, Currency Rebasing, Role: Project Manager, Sep 2012 – Jan 2013

- Creating and Implementing Data Update Strategy for currency rebasing
- Reviewing data mappings and getting the same validated with Banks Team
- Deployment and Configuration of Data Migration Utility
- Managing MOCK and Production Migration runs
- UAT and Post Live Support
- Managing revenue, invoicing, sign offs and staff allocations & travel
- Creation and update of Project Management Plan

Project Manager Offshore Enhancements, Role: Development Manager, Mar 2012 – Aug 2012

- Handling development of Oracle FLEXCUBE Retail Customizations
- Code Review and SQA Activities
- Product Delivery and Release for Customer Deployment
- Review requirements with client and internal stakeholders
- Align the project against the defined SDLC Process of the company
- Managing revenue, invoicing, sign offs and staff allocations & travel
- Creation and update of Project Management Plan

ACCESS Bank and ICB Bank merger, Nigeria - Data Migration, Role: Project Manager, Jan 2012 – Mar 2012

- Creating and Implementing Data Migration Strategy
- Reviewing data mappings and getting the same validated with Banks Business Team
- Deployment and Configuration of Data Migration Utility
- Managing MOCK and Production Migrations
- UAT and Post Live Support
- Managing revenue, invoicing, sign offs and staff allocations & travel
- Creation and update of Project Management Plan

Offshore Enhancements, Role: Development Manager, Sep 2011 – Jan 2012

- Handling development of Oracle FLEXCUBE Retail Customizations
- Code Review and SQA Activities
- Product Delivery and Release for Customer Deployment
- Review requirements with client and internal stakeholders
- Align the project against the defined SDLC Process of the company
- Managing revenue, invoicing, sign offs and staff allocations & travel
- Creation and update of Project Management Plan

Unified Bank Account Number (NUBAN) Implementation, Role: Project Manager, Jun 2011 – Aug 2011

Clients: ACCESS Bank, Intercontinental Bank, Diamond Bank, Skye Bank and Union Bank of Nigeria, Nigeria.

- Creating and Implementing Data Migration Strategy
- Reviewing data mappings and getting the same validated with Banks Business Team
- Deployment and Configuration of Data Migration Utility
- Managing MOCK and Production Migrations
- UAT and Post Live Support
- Managing revenue, invoicing, sign offs and staff allocations & travel
- Creation and update of Project Management Plan

South African Post Office - POSTBANK, South Africa. – Infrastructure Refresh, Role: Technical Consultant, Apr 2011 – Jun 2011

- Creating new environments post infrastructure upgrade. Environments implemented were DEV, UAT, Pre-Production and Production.
- Installation of FLEXCUBE Retail Banking 5.8 on the new environments
- Integrate CHANGEMAN - Dimensions release management software in FLEXCUBE architecture
- Implementing Load Balancing in all the environments for better performance
- Performance Tuning for Batch processes
- UAT and Post Live Support

Diamond Bank, Nigeria. ORACLE FLEXCUBE – BANKWORLD CR2 Interface, Role: Technical Consultant, Feb 2011 – Mar 2011

- Support integration testing with BankWorld System
- Review requirements with client and internal stakeholders
- UAT and Post Live Support
- Release Creation for production
- Conducting Trainings for bank staff on new interfaces

DhanaLakshmi Bank, India. – FLEXCUBE Upgrade, Role: Technical Leader, Dec 2009 – Jan 2011

- Designing and Implementing the Data Migration Tool from FLEXCUBE 6.0 to FLEXCUBE 6.9
- Data Validations and Sanity Check of data post migration
- Installation and Maintenance of Application Servers in UAT and Production Environments
- UAT and Post Live Support
- General Ledger Reconciliation

Intercontinental Bank, NIGERIA. - Production Support, Role: Technical Leader, Aug 2009 – Nov 2009

- Resolving online issues reported by bank in the Production Environment
- Handling onsite enhancements and bug fixes
- Coordinating transition of bug fixes and enhancements from UAT Environment to Production Environment
- UAT and POST Live Support
- Performance tuning of Batch Processes

Barclays Bank Offshore Support, Role: Technical Leader, Jun 2009 – Jul 2009

- Handling Online Issues (Technical / Functional) raised by branches across country
- Coding and error debugging the FLEXCUBE Maintenances and modules for the reported issues
- Supporting EOD Batch Processes
- Issue status tracking using ISUPPORT Portal
- Issue status reporting to Bank's IT Team / Offshore Team

Ta-Chong Bank, TAIWAN. – FLEXCUBE Upgrade, Role: Technical Leader, Nov 2008 – May 2009

- Merging and releasing enhancements delivered by Offshore Development Centre in the bank's environment
- Release the Enhancements in UAT Environment for clients testing
- Analyzing and Fixing errors and bugs reported by client in UAT Testing
- Coordinating issue resolution and project level communications between client and Offshore Development Centre
- Helping Banks IT for smooth transition of enhancements from UAT Environment to Production Environment

Ta-Chong Bank, TAIWAN - Production Support, Role: Team Member, Sep 2007 – Oct 2008

- Handling Online Issues (Technical / Functional) raised by branches across country
- Coding and error debugging the FLEXCUBE Maintenances and modules for the reported issues by Bank
- Supporting EOD Batch Processes
- Issue status tracking using ISUPPORT Portal
- Coordinating communication between bank and OFSS

LEX Vehicle Leasing U.K., Role: Team Leader – Configuration Management, Jul 2007 – Sep 2007

- Maintaining integrity of releases sent to onsite support team
- Release status tracking over mail with client / onsite support team
- Maintaining CVS & VSS Environments and Database Servers
- Creating and Maintaining Release documents and reports
- Been part of CMM - I Assessment. Created assessment documents for the Release and Configuration Team. Represented Release Management Team during the assessment

CoreBank Development, Role: Team Member, Sep 2006 – Jul 2007

- Developing new modules and modifying/upgrading existing modules of CoreBank
- Coordinating Development with the Offsite Development Centre in Copenhagen - Denmark
- Supporting FVT (Function Verification Testing) and SVT (System Verification Testing) Environments and Bug fixing
- Coordinating Issue resolution with the testing team
- Resolving Issue encountered at the Implementations Sites across globe

Syndicate Bank, Bangalore, INDIA Post Live Support, Role: Team Member, Jun 2006 – Sep 2006

- Handling Online Issues (Technical / Functional) raised by branches across country
- Coding and error debugging the FLEXCUBE Maintenances and modules for the reported issues by Bank Officials
- Handling builds and releases in online production environment
- Supporting End of the Day batch processing. (On Call Support)
- Supporting product 24 hours a day seven days a week (On Call support after office hours)

FLEXCUBE Development, Role: Team Member, Jun 2005 – May 2006

- Coding and Error Debugging FLEXCUBE Modules and Maintenances
- Writing PLSQL functions and procedures
- Restructured and coded in house utility MOW Compiler which is now used to Generate and Build FLEXCUBE Modules
- Restructured and Changed in house utility FLEXSOURCE Control Tool, which is now used as Version Control Tool across Versions
- Version Control and Release Management Activities

Configuration, Build and Release Management, Role: Technical Librarian, Aug 2004 – May 2005

- Handling builds and releases in multiple project / multiple versions environment
- Creating and maintaining code base (VSS) for new versions of FLEXCUBE
- Creation of Oracle Database Schemas and Loading of Objects on the same
- Generating SCM and MIS Reports periodically and review the same with the concerned officials
- Liaison with Programmers for Releases of new FLEXCUBE modules in testing environments and there smooth functioning

HDFC Bank – Facilities Management Engineer (POS Networks), Role: Network Engineer, Nov'03 - Jul'04

- Monitoring NAC's (Network Access Controllers) installed at the hub locations from the central site
- Working with the POS service desk, which renders its service 24 hours a day and seven days a week
- Set processes in place for call handling and problem resolution, which outlines operating procedures for the team, escalation mechanism and vendor details
- Record all the problems reported by the bank officials for POS and track them to a resolution through telephone or via email
- Troubleshooting POS problem in relation to the Base 24 with respect to the extent of the access rights defined by the Bank's IT teams