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PANKAJ PATEL ⭐ Featured 📝

PANKAJ PATEL

Vice President seeking roles in Application Support,Project Management,Software Implementation,Risk Analysis,Continuous Improvement,Resource Planning,Process Improvement,Technology Management,Performance Tuning,Stakeholder Management,SQL,Unix

Current Designation: Vice President - IT

Current Company: Citicorp Services India Private Limited

Current Location: Pune

Pref. Location: Ahmedabad,Mumbai,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Head/VP/GM-Technology(IT)/CTO

Industry: Banking/Financial Services/Broking

Marital Status: Married

Total Experience: 16 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: B.Com [Commerce]

Key Skills: Vice President,Head/GM-Technology/CTO,Application Support,Project Management,Software Implementation,Risk Analysis,Continuous Improvement,Resource Planning,Process Improvement,Technology Management,Performance Tuning,Stakeholder Management,SQL,Unix

Verified : 📞 **Phone Number** | **Email - id**

Last Active: 21-Jan-21   Last Modified: 21-Jan-21

Jump to Section ▷ Work Experience | Education | Projects |

Summary

Versatile Professional offering over 16 years of software enhancement, implementation and support experience for multiple Banking Applications in the corporate and retail banking products across India and Onsite with Citigroup at Belfast, UK Gained hands-on experience to work in EMEA/APAC/NAM/ASIA Production Support Team Skilled in the project management of the Foreign Exchange, Letter of Credit, Money Market, Loans, Deposits, Claims and Confirmation for Citibank London, CASA in LKB and SBM Credited to work on ZTRS, Oracle, SQL, UNIX, Autosys, CITISWITCH, MQ, NDM (Network Data Migration) Possess excellent knowledge in banking domain on Flexcube Application & Quantum Foreign Exchange, QUANTUM Local Markets, Continuous Link Settlements and CMS FX OPTIONS Extensive business & IT level interaction with C-suite of executives, mapping customer business value chain & process and formulating strategic solutions while ensuring delivery excellence.

Work Experience

⊙ **Citicorp Services India Private Limited** as Vice President - IT
Jul 2017 to Till Date

Growth Path:
Jul'17 - Jul'20: Assistant Vice President for Citibank - Global FX, MM & FI Back Office/ OPSTECH Application Support
Since Jul'20: Vice President for Trade Record Information Management System - LC Module (Trade Treasury Services Department) for entire Asia Pacific

⊙ **VirtusaPolaris Ltd** as Manager
Apr 2006 to Jun 2017

Growth Path:
Apr'06 - Dec'07: Sr. Team Member for Citibank Western Europe
Jan'08 - Jun'17: Manager for Global FX Back-Office Application Support
Key Result Areas: Leading a 8 members team in service delivery and project management for providing the support to user across 15 countries for ASIA for their BAU operation for processing Letter or Credit Displaying leadership skills in distributed team building, people management and timely delivery of programs / projects; acting as primary point of contact for company strategic initiatives and key customer accounts Devising standard operation procedures for successful software architecture and product governance by studying the requirements and the company's policies Delivering process breakthrough improvements towards business excellence by adopting business process improvement techniques and ensuring quality compliance Heading, mentoring & monitoring the performance of team members to ensure efficiency Establishing healthy relations with internal & external stakeholders to provide support for various issues Initiating & managing complex, departmental work by building governance model and driving continuous improvement in metrics, SLA and automation Managing project financial & operating budgets with vendors and seniors to ensure optimum utilization of available funds towards the accomplishment of overall corporate objectives Preparing proposals, business presentations to clients and managing resource planning, technical direction, effort estimation, tracking, risk management & mentoring
Highlights: Delivered large-scale, complex projects with focus on technology transformation; collaborated with

leadership teams to evaluate technology challenges Expert in setting out quality standards for various operational areas, implementing quality systems & procedures to facilitate a high-quality experience, while adhering to the SLA and business services Success in leading end-to-end perfection across Service, Change, Problem, Escalation, Transition & Project Management with excellent in managing issues that could impact end-to-end delivery operations, performing root-cause analysis for remedying technical difficulties and providing leadership/ direction Facilitating and expediting key deliverable of complex projects, selecting and engaging project participants, interpreting contractual scope, finalizing programs & packages, managing through the stages of planning, engineering, procurement, construction & close Structured project management organization, set workflow and procedures, streamline operations, engage and manage project execution team with defined responsibilities, establish project communication & reporting structure, implement project management controls, and optimize utilization of resources to maximize productivity

◉ **Flexcel International Pvt. Ltd** as Consultant (Team Member)
May 2004 to Apr 2006

Education

UG: **B.Com (Commerce)** from **Mumbai University** in **2003**

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Gujarati				
Marathi				

Projects

◉ Project Title: Trade Record Information Management System
Client: **Citibank**
Nature of Employment: **Full Time**   Duration: Jul 2020 - Till Date
                                             Onsite / Offsite: **Offsite**
Project Details: The project aimed for the Letter of Credit Business for Citibank ASIA. Leading a team of 8 members for supporting end-users from the Asia Branches, understanding the issues from technical and functional point of view from the end user and closing the same.

◉ Project Title: Quantum FX/Quantum Local Markets/Flexcube Production Support for London
Client: **Citibank**
Nature of Employment: **Full Time**   Duration: Jan 2008 - Jul 2020
                                             Onsite / Offsite: **Offsite**
Project Details: The project aimed at managing the Foreign Exchange, Money Market, Loans and Deposits and Foreign Exchange Confirmation for Citibank London, through the following activities:Gathered end-user requirement for Foreign Exchange, Money Market, Loans & Deposit, and Secondary Loan Trading, Multi Legal Vehicle and understanding the technical & functional issues from the end-user and bringing it to the closure Participated in supporting the end of the day of Flexcube System, primarily used for modules like Foreign Exchange, Loans & Deposits and Money Market for Citibank, London Worked on Autosys for the batch run and gained knowledge for managing the Autosys Jobs

◉ Project Title: WE Flexcube UAT Support (Polaris Software Lab)
Client: **Citibank**
Nature of Employment: **Full Time**   Duration: Apr 2006 - Dec 2007
                                             Onsite / Offsite: **Offsite**
Project Details: Citibank Western Europe Region supported 19 Branches UAT, including huge branches in terms of data, volume of deals, upstream and downstream system like France, Italy, Greece, Portugal, Sweden, Denmark, Germany & Britain and other skinny branches. Took the requirement from the branch, documented the requirement and cases arranged for the UAT environment after restoring the correct required data from Prod and conducting out the testing and involving the user wherever necessary.

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**