



RM.RAJESH.MKUMAR@GMAIL.COM



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KEY SKILLS

- Project Management
- Program Delivery
- Stakeholder Management
- Business Analysis
- Risk Management
- Client Engagement
- Team Building & Leadership
- Digital Innovation

PROFESSIONAL LANDSCAPE

Clients Managed 10+
Countries Supported 35+
Revenue Generated ~\$40M
Cost Savings ~\$10M
Largest Team Managed 20+

EDUCATION

KCG College of Engineering, Chennai
B.E – Computer Science
Jun 2000 – May 2004

RAJESH R.M.

SENIOR PROJECT MANAGER

SUMMARY

- Results-driven Project Manager with nearly two decades of experience in Banking and Financial services digital transformation.
- Expertise in managing global transformation programs, strategic planning, program delivery management, and client engagement.
- Adept at leading cross-functional teams, driving operational support, and ensuring successful project delivery.
- Proven track record of implementing Core Banking solutions and delivering digital innovation in both waterfall and agile methodologies.
- Skilled in stakeholder management, risk management, and achieving cost savings.

WORK EXPERIENCE

Senior Project Manager | Edgeverve Systems Ltd (100% fully owned Subsidiary of Infosys Ltd.)

Aug 2015 – May 2023 (7 years & 9 months)

Digital Transformation for small to large BFSI sector.

- Provided leadership and strategic direction to a team of over 20 members, resulting in a 20% increase in project efficiency and timely delivery of banks' digital transformation roadmap.
- I spearheaded onsite operations and managed Core Banking implementation and support programs with Indian and African banks, achieving a 15% improvement in client satisfaction ratings and successful completion of 10+ projects.
- I identified and onboarded new clients, generating \$5M in new business revenue and expanding the client portfolio by 15%.
- I developed strong rapport with clients, leading to an 100% client retention rate and securing additional projects worth \$3M.
- Achieved cost savings of approximately \$10M by implementing best practices and multi-skilling teams, resulting in a 20% increase in project profitability.
- Managed quality of projects by implementing rigorous quality control measures, conducting regular project audits, and ensuring adherence to industry standards and best practices. Implemented a comprehensive quality assurance framework, resulting in a 15% reduction in project defects and improved client satisfaction.
- Strong experience with project management tool like MS Project, ProjectLibre.
- Collaborated with cross-functional teams to provide strategic guidance and recommendations based on website UX/UI design best practices. Resulted in improved website performance and increased user engagement.

Key Clients:

The Co-operative Bank of Kenya, Fidelity Bank, Nigeria, ABC Bank, Uganda, DFCU Bank, Uganda, Post Bank, Uganda, RAK Bank, Dubai, I&M Bank Kenya, ABC Bank Kenya, FCB Group-Zimbabwe, Zambia, Mauritius, Malawi.

Project Manager/Technology Lead/Technology Analyst/System Engineer | Infosys Limited

Sep 2004 – Aug 2015 (10 years & 11 months)

Managing Tier 1 to Tier 4 Banking transformation in India, Africa and Middle East Region.

- I successfully managed Tier 1 to Tier 4 Banking transformation projects across India, Africa, and the Middle East, achieving an average cost savings of \$1M per project.
- Prepared Statements of Work (SOW), conducting accurate effort estimation, resulting in an average 10% reduction in project costs and improved budget adherence.
- I oversaw the implementation of Finacle Core Banking and managed program delivery for Finacle CRM, Internet Banking, Mobile Banking, Finacle Treasury, and Finacle Payments solutions, resulting in a 20% increase in operational efficiency and improved customer experience.
- I supported banks in testing phases, ensuring a 95% defect resolution rate and a 15% reduction in post-implementation issues.
- Managed key integrations with AML, OFAC, payment systems (SWIFT, RTGS), clearing systems, ATMs, and Oracle GL, resulting in a 99% compliance rate and improved system performance.
- Developed customized training programs based on clients' specific requirements and conducted interactive sessions and workshops to ensure effective knowledge transfer.

Key Clients:

Bunna Bank, Ethiopia. Bank of Alexandria, Egypt, EDBE Bank, Egypt. Bank of Sohar, Oman. Implementation and Support for SBI Foreign Offices (25+ Countries)