# Will relocate for next contract ANAKPAL SANDHU,

# (Agile Program Manager)

**Professional Summary:**

* Over 30 years of experience delivering on application and infrastructure projects and programs of up to $60m from inception through final implementation with Banking, Wealth Management, State, Healthcare and Technology Companies.
* 29 years as a Program/Project Manager, 14 Years in Agile, 10 years in Agile Coaching, 10 years as a Senior Scrum Master and Kanban
* Coached Senior Director, Senior Management, Product Owners, Scrum Masters, Developers and Testers in Agile
* Consistently improved performance and efficiency of IT groups, turned-around failing projects / programs, re-engineered global processes
* Demonstrated accomplishments in contributing/leading at a strategic level in a complex, matrix environment
* Planned and executed Agile and Lean methodologies across multiple teams and locations.
* Worked with PMO in determining methodology to be used on projects as part of project assessment.
* Expertize in both Agile and waterfall and Lean methodology in delivering project from inception to plan, execute and roll out including deployment and launch with relentless focus on prioritized value, quality and timeline.
* Built high performing teams with ownership and accountability and demonstrated team output through use of Dashboards, BurnDown Chart and Business Value Accumulation charts in Sprint Demo.
* Leveraged retrospective across teams at frequent intervals to push for continuous improvement to improve quality, productivity, process and eliminate waste. Conducted Release retrospective to identify and drive program level improvement.
* Coached Team and management to improve Agile Maturity.
* Conducted Release planning **(SAFe)** involving multiple component team to plan for 5-6 sprints and aligned team objectives with strategic objectives, identify risk and dependencies and demonstrate progress using release and sprint burndown charts
* Work independently with little supervision; make decisions about and prioritize own work
* Lead establishing metrics in conjunction with the program stakeholders to ensure appropriate measures for success are in place and managed to.
* Managing cross-functional, globally distributed IT teams of up to 100 staff
* Strong data governance and project governance skills
* Strong domain knowledge across Development, Data Operations and Technical Operations.
* Strong communicator who is equally at ease with customers, senior stakeholders or junior staff
* Capability to multi-task in a fast-passed environment while meeting critical deadlines

**Career Highlights:**

Implemented Global Archiving and Record Management system for Deutsche Bank

Agile Coaching for Delegata Corporation at enterprise SAFe level

Managed Eight Projects on the Hewlett Packard Separation Program using Agile and Lean, Implemented Salesforce CRM and Data Portal for HPE

Completed self-training on Jira, TFS, Rally and Version 1

Implemented Microsoft Stack, Tableau, BI, Data Warehouse for DDS (Healthcare Project)

Implemented Global Accounting Team for VSP Global – MDM & salesforce – Data Council and Governance

Consulting with AAA Clients on Trading and Risk Systems (Murex, Calypso, Summit, Opics, Sophis, SunGard, Opics Risk and Eagle Eye)

Delivered Bank Fusion Commercial Loans and Deposits Banking platform for ATB Bank

Delivered Opics Trading and Risk platform for JPMC Bank

Delivered DOC1 E Commerce Portal and Two Commercial migration projects for Lloyds Banking Group

Delivered Murex Trading (TOM) in Hong Kong, Singapore, New York and London for DZBank

Delivered core retail banking system T24 EBS and Mobile for Citi Bank

Head of Change for JP Morgan, managed and implemented 141 application change request

Implemented Calypso/Murex Trading/Risk and Openlink Commodities System for Calyon Credit Agricole

Implemented Mortgage and Bank Fraud System for Comerica Bank

Built, designed and delivered operational change for the Barclays PPI Program

Delivered one of the biggest ecommerce migration projects at that time for Scottish Widows/Lloyds’s

Built a global Data Warehouse for Barclays Bank (26 business systems)

Project Manager for Barclays Life, Funds and Pensions Admin for 10 years

**Education/Training/Certification:**

University of East London, BA Business Management, London, UK (Graduated)

Redbridge College, Essex, England

B Tec National Certificate – Business & Finance, Essex, UK

B Tec National Diploma – Business & Finance Essex, UK

**Technical Environment:**

Project Management Methods: PMI, Prince 2, Waterfall, BIM, MAP, Lean, Agile, Scrum, Kanban, Master, Agile Coach, Lean Six Sigma, Plan view,

Software Development: Requirements, Design, Implementation, Verification, Maintenance

Systems: MS Windows, MS Office 365, PMW, Project, TFS, Rally, Jira, Version One

Misys Summit, Temenos T24, Sophis, OPICS, Murex, Calypso, Salesforce, MDM, Openlink, Fidessa, Flexcube, JDE Reporting, Webgistix, DMS, Tableau, Microsoft Stack, Workday, Hyperion, Facets

Unit Trust: Rufus, Paxus, Corfax, Palm, SunGard and Solace

Market Data, Kondor +, Reuters, Bloomberg

Applications: Front, Middle and Back Office, Transaction Banking, Risk Management, EBS.

Regulatory Directives Basel II, Sarbanes-Oxley, MIFID, PPI, Dodd Frank

Certifications Prince 2, BIM, PMP, CSM

Vendor Management Wipro, iGATE, Infosys, Teradata, FIS, SAP Financials, TCS

Payment Systems Swift, BACS, ACH, Debit, Credit, DD

**Project Experience**

**Carefirst July 2017 to Present**

**Senior SAFE Agile Consultant**

**Program Manager Scrum**

**Salesforce.com & Facets System**

**Owings Mill, MD**

* Transformation of IT Department (Team Size 110) from Waterfall to Agile SAFe Methodology
* Agile Coaching Services (SAFe) for business and technology teams at all levels across the enterprise
* Agile coaching to executive leadership, senior managers, program managers, project managers, product owners, scrum masters and development and testing teams
* Work with executive leadership and senior managers to develop the Agile Transformation Plan.
* Defined the scope, plan and prioritize which teams are to be coached as to executive leadership requirements.
* Clearly define Agile Roles with senior management
* Version 1 Agile tool was used
* Coach on Kanban Methodology

Supported the Agile Framework adaption to deliver the most important business value to the client. This included managing the following:

1. Product Backlog
2. Sprint Planning
3. Potential Shippable Product
4. Sprint Demo
5. Sprint Retrospective

Training workshops of approximately 10 participants in each team / session. The workshops addressed the following topics:

* The Agile Primer
* Agile Practices
* Scrum Practices
* Agile Values
* High Performing Agile Teams
* Scrum Framework
* Agile Transition
* Writing Good User Stories
* Sizing and Estimating User Stories
* Story Points – User Stories
* Iteration Planning
* The Daily Scrum Meeting
* Iteration Demo and Review
* Iteration Retrospective

**Deutsche Bank – Jacksonville FL ` February 2017 to July 2017**

**Senior Agile Program Manager/Scrum Master**

**Global Archiving Project**

Implementing new Global Archiving system for the Bank in USA, Europe, Singapore and Hong Kong. This includes the following:-

* Archiving as a Service (Aaas)
* Records management (RM)
* Enterprise Archive Policy
* Global Team Structure (Kanban)
* Define and Scope Business requirements on the engagement strategy between RM and Aaas
* Global Scrum Master

**(L&T)Citi Bank Program Office (CATE) - (Irving TX, USA)**

**Citi Architecture and Technology Engineering**

**Senior Program Manager/Asst. VP August 2016 to February 2017**

Managing multiple infrastructure projects using Kanban Methodology, cross functional IT Teams with cross function team members in different countries. Also coaching cross functional teams in Agile

* Red hat Enterprise Linux RHEL7 Implementation
* Cloud Automation Project (Product Release & QA)

IBM MQ

IBM MQ Multi Node

Documentum

TIBCO EMS

jBPM

Connect Direct for Windows

Apache Standalone

WASND 8.5.5.9

* Solaris Migration to Red Hat 6 KDC Project
* Actifico Implementation Project ( Agile Coach)(ART)

**ENVIRONMENT:** Migration, Change and Implementation, Governance, Plan view, Kanban, Agile Coach, ART, Agile SAFe Jira, Scrum, Transformation, Sprint Planning, Program Office, TDD,BDD

**Cogno Consulting – Third Bridge (Richmond, USA)**

**State of Virginia November 2015 to July 2016**

**Agile SAFe Program Coach / Agile Transformation**

Transformation of IT Department from Waterfall to Agile SAFe Methodology.

* Worked with IT Director on Agile Plan
* Transformation of IT Tax Dept. 130 staff transformed from waterfall to agile SAFe
* Worked with Product Owners to capture record and prioritize requirements based on methodology used for the project.
* Ran daily Scrum meeting and weekly SOS
* Manage two weekly sprints
* Managed software releases every 2 weeks
* Analyzed current process workflows for exporting Data from TAX system
* Managed changes to the program scope, schedule and costs in order to keep the program on track.
* Recommend a Business Intelligence solution that integrates with a Self-Service Reporting Dashboard
* Coached and mentored staff on Agile
* Managed Sprints using TFS
* Managed IT Portfolio Management principles, processes and methodologies
* Set up Data Governance Council and Data Governance policy

**ENVIRONMENT:** TAX System, Governance, Data Migration, Change and Implementation, Office 365, Agile Coach, ART, Agile SAFe, TFS, Scrum, Sprint Planning, TDD, BDD

**Hewlett Packard (Houston TX, USA) April 2015 to October 2015**

**Senior Agile (SAFe) Transformation – HP Separation Program**

With Hewlett Packard being separated into two companies my roles and responsibilities as an Agile Program Manager/Scrum Master was to manage a portfolio of 8 projects. (400 servers moved from Austin to Houston, HP portal, salesforce implementation, decommissioning EDW, BMT project, separation program)

* Managed a Team of 70 Staff - cross functional teams in Bangalore (Development and Testing), Ireland and Houston.
* Implemented Salesforce system for HP , infrastructure and migration of HPe data from HPi
* Implemented Workday HR System for HPe with HPe employees data
* Implemented Data Governance Policy and Council – Roles and Responsibilities
* Set up community of practice for Scrum Masters, Product Owner and DevOps for sharing of best practices knowledge and accelerate transition from waterfall to Agile.
* Coached and mentored staff on Agile
* Designed and executed a focused training plan for Program and Teams with varying level of maturity.
* Implemented local portal with Identity and Access Management (IDAM)
* Improved visibility across teams using TFS and created dashboards and burn down charts.
* Scrum master for 3 projects
* Managed software release for every sprint
* Managed Scrum Masters and Agile teams to groom and prioritize product requirements.
* Worked with Product Owners to assure requirements are captured and recorded using the appropriate methodology such as Agile or PMI PMP methods depending on the program/project
* Managed Cross functional Project Managers on all projects
* Worked very closely with Agile Coach to transition staff from Waterfall to Agile
* Planned transition of projects and teams from waterfall to Agile using readiness Assessment
* Monitored program performance and takes corrective action as necessary to achieve program deliverables
* Responsible for all Server and Cloud Box moves from Austin to Houston, Managed engineers to install server, storage and memory at Houston using Kanban
* Responsible for the separation of business data/data quality and data governance

Identify program risk and mitigation plans to minimize impact on deliverables

* Head of Migration Planning and Strategy
* Managed IT Portfolio Management principles, processes and methodologies

**ENVIRONMENT:** Salesforce.com, Workday, Dynamics CRM, MDM,.Net, C#, SQL, Hadoop, Cloud, SSIS,TFS, Extract Manager, UI and Web Development, TDD,BDD,TFS, Microsoft BI, MDM, Data Warehouse, Data Migration, Infrastructure, Office 365, Release Manager, Change and Implementation, Kanban, Agile SAFe Scrum, ART and Data Governance.

**Department Development Services, (Sacramento CA) Oct 2014 - Jan 2015**

**Agile Program Manager**

California State has 21 Regional Centers that help children and adults with disability and special needs. The Department Development Services (DDS) Head Office in Sacramento decided to create one Data Warehouse for all the data held in the 21 Regional Centers.

* Worked with Product Owners to capture record and prioritize requirements based on methodology used for the project.
* Ran daily Scrum meeting and weekly SOS
* Presented to Regional Directors on the DDS Data Warehouse Project
* Analyzed current process workflows for importing RC data into DDS network. Include

All source systems and data feed

* Defined the conceptual and solution architecture to support the data warehouse
* Implemented infrastructure for data warehouse
* Created and designed and Define minimum-required technical specifications for the staging area, data warehouse and one or more data marts, and automatic assignment of consumer and vendor numbers based on best practices
* Managed engineers to install server, storage and memory for new data warehouse
* Implemented Data Governance and best practices
* Managed IT Portfolio Management principles, processes and methodologies
* Managed changes to the program scope, schedule and costs in order to keep the program on track.
* Recommend a Business Intelligence solution that integrates with a Self-Service Reporting Dashboard
* Documented detailed user requirements for monthly reporting. Develop reports using

Microsoft SSRS

* Documented the infrastructure hardware and software as found for supporting a data

Warehouse and provide recommendations in a location accessible outside of the source

Code

* Coached and mentored staff on Agile
* Set up Data Governance Council
* Defined Data Migration Strategy
* Web based .Net solution implemented for 21 regional offices

**ENVIRONMENT:** Data Warehouse, MDM, Rally, Microsoft SSIS, Microsoft Dynamics, .Net, Tableau, Data Governance, Data Migration, Infrastructure, Change and Implementation, TFS, Office 365, Six Sigma.

**VSP Global (Rancho Cordova CA) April 2014 - July 2014**

**Senior Agile Program Manager/Coach GAAT Project (Salesforce & MDM)**

* Solidify Global Accounting Administration Team Roles and Responsibilities – include what is needed to meet the immediate needs as well as best practice recommendations for longer term global account master data administration to ensure high quality/consistent master data across the enterprise into Salesforce.
* Implemented Salesforce for VSP’s four business streams via Informatica MDM.
* Implemented Hyperion web based application for financial reporting for VSP
* Ran daily Scrum meetings
* Proposed GAAT team organization including structure, number and allocation of employees, skills and experience needed, reporting relationships and physical location recommendations (i.e. centrally located or existing in LOBs).
* Worked with Product Owners to assure requirements are captured and recorded using the appropriate methodology such as Agile or waterfall after project assessment
* TFS used for sprint planning and backlog
* Service standards for GAAT functions including data/reporting for monitoring GAAT activities and performance toward standards
* Head of Data strategy
* Managed software releases
* Managed IT Portfolio Management principles, processes and methodologies
* Monitored program performance and takes corrective action as necessary to achieve program deliverables.
* Data and operational governance structures – the governance model for Global Account Data and accountable resources, how issues get escalated, and who has the D on various types of decisions
* Recommended data quality management (monitoring, reporting, managing, dashboards, etc.)
* Coached and mentored staff on Agile
* Overall management of all project related activities, timelines and resources

**ENVIRONMENT:** MDM, Informatica, Hyperion, Salesforce CRM, Data Warehousing,MDM, .Net, SAP, DVI, Eyefinity, Pros, Change and Implementation, Office 365, Six Sigma, TFS, Data Governance.

**Cogno consulting – Agile Portfolio Program Manager, London, Europe and ME Jan 2012 – April 2014**

**Capital Markets Trading & Vendor, Wealth Management, BI, MDM Implementation Program Manager (contract), Migration Consultant Calypso**

Budget 5m to 60m – Work Streams Multiple – Staff 12 to 100

* Santander Bank – Implementation of Compliance Standards and Polices into Banks 12 Operating Entities under US Holding Company. Standards and Policies included data extraction in the implementation plan were :-

1. US Compliance Framework
2. Risk Assessment
3. BSA / AML/KYC
4. Office of Foreign Asset Control
5. Reporting Standards
6. Committee Meeting Standards
7. Testing Standards
8. Annual Compliance Plan
9. Insider Trading Policy
10. Trading With Affiliates Policy
11. Privacy Policy
12. Anti-Bribery and Corruption Policy

* Consulted with clients on CCAR, Dodd Frank, EPS Regulatory Reporting, Data Extraction, Change Management and Implementation of Trading Platforms (Murex, Calypso, Summit, Openlink Endur and Opics), Wealth Management, Accounting, Core Banking, Mobile Banking, CRM, Document Imaging Capture and Electronic Content Management systems.
* Implemented Calypso for Dubai Bank, migrated customer and financial data from legacy system to Calypso
* Worked with J D Edwards system for Accounts Payable and reconciliations.
* Managed cross functional project teams and business teams to drive business requirements.
* Developed a deep knowledge of all aspects of the program, defined priorities and effectively managed planning, execution, and monitoring to successful conclusion.
* Off Shore project management model. Managed Wipro, iGate and Infrasoft
* Implemented financial reporting system Hyperion for client – web based
* Trained 12 people from 4 different countries on how to use the new Calypso system, who in turn trained their departments as SMEs.
* Manage installation of new servers, storage and memory for Murex Platform
* Clients consulted on AML, Risk Management, and Data Systems, BI, MDM and Data warehousing - Kondor & Bloomberg’s.
* Implemented Salesforce system for client
* Worked with FIS-RISC system on Data Governance and consulted on the Hyperion system
* Vendors being compared on different Target Operating Model solutions on Front/Middle/Back, Purchasing criteria and for best fit for financial cost.
* Clients Consulted: CVC Partners (London), P.E Firm (Dubai), Royal Saudi Bank (Saudi), Dubai Bank (Dubai), Deutsche Bank (Germany), Citibank (Paris), Samba Bank (Saudi), APAX Partners (London).

**ENVIRONMENT:** Vendor Management, FIS-RISC, CCAR, Dodd Frank, JD Edwards, Off Shore (Wipro,iGate,Infrasoft) CRM Salesforce, Infrastructure, Salesforce, Six Sigma, AML, CTR, ECM,KYC, Imaging, Change and Implementation, risk management, commercial, SAP, Jira, Data Migration, Retail online and investment banking (Equities-Fixed Income-FX), Murex, Calypso, Summit, Opics, kondor+ Currency, ACH, Swift, Wire Payments, e-commerce, , Hyperion, Jira and Identity and Access Management (IDAM)

**Barclays Bank – Reading/Berkshire, UK August 2011 - November 2011**

**Agile Program/Project Manager Compliance Operations** (contract / employed by Barclays 3rd time)

Budget 18m – Work Streams 6 – Staff 120

* In June 2011, Barclays made a commitment to write to all customers whose complaints have been put on hold due to the judicial review to advise them that the Bank will be offering to settle their complaints as a gesture of goodwill.
* Managed all changes to improvements to current compliance operation processes, procedures, data quality for the complaints processes in P.P.I
* The processing of all FOS complaints with loan products that have PPI.
* Implementation and management of a new KPI systems and targets/forecasting for team.
* Implemented a risk and issue centralized database for the PPI Program.
* Responsible for all KPI and target setting Primary Case – Related Complaints and Policies.
* Work with IT, Change Team, Business analyst and Development Team.
* Head of MI, data cuts and case allocation to team leaders.
* Managing all program reporting and used Agile Methodology.
* Managing Systems infrastructure and access, ECM systems, workflow improvements to Salesforce and document imaging management.

**ENVIRONMENT**: Compliance and regulations, Dodd Frank, change management, data quality, data governance, workflow improvements, TFS, ACH, Swift, Wire Payments, SAP, Currency, Document management, DOC,Jira,Imaging Capture, ECM, CRM Salesforce, Six Sigma, MDM .Net and online systems

**Misys PLC – London, UK, Managed 2 Clients April 2011 - June 2011**

**Senior Agile Portfolio Project Manager** (recovery contract)

Budget 25m – Work Streams 2 – Staff 22

**ATB Bank Amsterdam - Commercial Banking Agile Implementation Program Manager**

* Implemented Bank Fusion System. Migrated all commercial loans and deposits from legacy system to Bank Fusion. Delivered six modules Client Services, Commercial Loans and Deposits, Claims, Client on Boarding and Interest Cal
* Implementation of new server, storage and memory
* Delivered J D Edwards interface for back office accounting
* Migrated all client data from legacy system to Bank Fusion. Responsible for Data Cleansing, Migration Plan, Quality and Issue management. E2E Implementation and Agile Methodology.

**JPM Chase Bank - OPICS Trading & Risk Implementation Project Manager**

* Saudi Opics Trading and Opics Risk .Net Implementation E2E the Opics trading platform and risk module for JPMC Saudi Branch with Basel II, being in Saudi the Islamic module was implemented with asset classes such as FX, Money Market, Structured Lending (securitization), Swaps, Interest Rate Derivatives, OTC, Exotic Derivatives. Migrated all data to Opics.
* Represented Misys on Steering Committee with JPMC, managed all stakeholders including Finance, Compliance, Risk, Product Control, front and back office departments. Implemented OPICS Risk, Worked with Risk department and managed the Risk based assurance plan with the Head of Risk. Managed off shore development with Wipro. Managed all Risks and Issues related to the project. Agile Methodology used in the project.

**ENVIRONMENT:** Client Services implementation, Commercial Lending and Deposits, Capital Markets Opics Trading Implementation, Kondor+ Currency, SAP, ACH, Swift, Wire Payments, Client data migration, Data cleansing, Data Governance, Quality/Issue Management, Equities-Fixed Income-FX, KYC, AML, CTR, JD Edwards, ecommerce, Plainview, E2E Implementation.

**Lloyds Bank, London, UK December 2009 – March 2011**

**Agile SAFe Program Manager E Portal / Commercial Migration (contract)**

Budget 40m – Work Streams 22 – Staff 72

With the merger of Lloyds Bank with HBOS my role as Senior Project Manager was to integrate back office operations and manage the change process in the implementation of Murex 3.1, migration and integration of the two business areas.

All processes and back office procedures reviewed as a part of the change and integration process. All operational improvements made as a part of the implementation and integration work. All work flows reviewed and improved in new business unit. Any training issues highlighted and implemented depending on procedures changes to business operations.

**E commerce Portal FX/MM** - Pricing Engine Project -Managing the implementation of .Net portal and impact of business change for the E commerce Portal platform for Lloyd’s high and medium corporate customers. Implemented Identity and Access Management (IDAM)

**HBOS to Markets Link/Murex/Summit 5.1 Migration Project** - Migration of the HBOS FX/MM trades to the Lloyds platform

**eLX Commercial Loans and Deposits Migration** - The migration of HBOS Commercial loans and Deposits to Lloyd’s .Net platform and implemented Identity and Access Management (IDAM)

**ENVIRONMENT:** E – Portal, Murex 3.1, eCommerce, .Net, Kondor+, SAP, Webgistix, Commercial loans and deposits, Equities-Fixed Income-FX Trade Migration, Currency, ACH, KYC, Swift, Wire Payments, Operations Change, Integration and Migration, Planview, Agile SAFe, change process, DMS implementation, Compliance and Regulations

**DZBank – Agile SAFe Program Manager, Head of International Projects**

**Frankfurt/London, UK October 2008 – July 2009**

Budget 40m – Work Streams 18 – Staff 44 – Locations London, New York, Hong Kong and Singapore

* Responsible for the E2E Implementation of a (TOM) Global Platform (Murex- Front/Back (FX, Structured Lending (securitization), OTC, Swaps, Interest Rate Derivatives, Exotic Derivatives), Commercial Loans and Deposits, Swift Interface, Accounting Recon/Settlement/Payments, SEPA, Kondor+, SAP (FI, BI, ADD, BP, RBD, BPC, SRM)) and Accounting Rules Engine in four foreign sites (London, New York, Hong Kong and Singapore). Managed implementation of Murex reporting and MLC.
* Implementation of new servers, storage and memory in London, New York, Singapore and Hong Kong for the Murex Platform
* Responsible for the migration and integration of different imaging systems on to one global platform.
* Migrated all customer and financial data to Murex platform
* Implemented all infrastructure requirements.
* Matrix managed a team of 5 Project managers, 14 Module Leaders, 5 Business Analyst and an IT Development team of 20 in London and Frankfurt. Head of Global Testing (functional and stress), Training and HR Business Changes. Agile Methodology used in the project.

**ENVIRONMENT:** International Projects Murex 3.1, Global Testing, Matrix management of Staff and stakeholder globally, Murex trading platform (Equities-Fixed Income-FX), Commercial Loans and Deposits, SAP, Currency, ACH, KYC, Swift, Wire Payments, Training, Planview, and HR Doc1 Business Changes

**Royal Bank of Canada, Jersey Islands, UK June 2008 – September 2008**

**Portfolio Program Manager Managing Multiple Projects**

Budget 12m – Work Streams 7 – Staff 40

Managed and restarted six different projects that needed bringing to a good stature to enable a handover to permanent project managers that were hired in from London and Toronto.

• Cayman Islands Swift Payments Project

• IGATE/Infrasoft Application Support Contract Onshore/Off Shore

• RBC Re-branding Project & Imaging Document Management System Implementation

• GPB Online & Mobile Banking Project Manager

• EAML-CTR Project Manager

• Visa Debit Card Project - Corporate Clients

**ENVIRONMENT:** Managing Multiple Projects – Planview and Identity and Access Management (IDAM)

**Citibank, Dusseldorf, Germany January 2008 - June 2008**

**Program/Project Manager**

**Budget 25m – Work Streams 6 – Staff 60**

* Managed EBS/T24 System and Product launch - eComm Retail Banking – Off Shoring
* EBS system being the newest technology in retail core banking has resulted in major changes to the core systems including all back office, front office and web based systems to enable the launch of new products for Citibank Customers, the products included the full range of all retail banking and business banking products (all current, saving, loans, ATM and mortgage products).
* Managed Wipro off shore development on behalf of Citi.
* My objective was to migrate 3.1 Million existing customers to the new EBS (Enhanced Banking System) to enhance customer service and the product portfolio.

**ENVIRONMENT:** System and Product launch, e-commerce, ATM, Mobile Banking, Solace, migration, SAP, change management, Currency, ACH, Swift, Wire Payments, investment (Equities-Fixed Income-FX), .Net, Off Shore Development Wipro, commercial banking and Identity and Access Management (IDAM)

**CALYON Credit Agricole Corporate Bank – London, UK August 2007 - December 2007**

**Senior Business Implementation Manager / Head of Testing**

Budget 20m – Work Streams 10 – Staff 32

* Delivered a program with a matrix project team of 32 people in three different countries UK, Paris and New York.
* Works with Product Owners to assure requirements are captured and recorded using the appropriate methodology such as Agile or PMI PMP methods depending on the program/project.
* Wrote training manual for Calypso (70 page document).
* Project managed the delivery of the GL Oracle Accounting Platform ISIS (SEPA, FI) with all Banking Back/Middle/Front office systems.
* Monitors program performance and takes corrective action as necessary to achieve program deliverables.
* Managed the data migration (customer data and financial data) from legacy to Calypso system.
* Effectively communicate program status to all key stakeholders and team members.   
  • Lead establishing metrics in conjunction with the program stakeholders to ensure appropriate measures for success are in place and managed to.
* Responsible for all MI for Finance, Compliance, Risk and all related business lines in three different countries.

**ENVIRONMENT:** Training, GL Oracle Accounting Platform ISIS (SEPA, FI), Back/Middle/Front office systems, Murex 3.1, Calypso (V11.3) Equities-Fixed Income-FX, Kondor+, Openlink Commodities system, EBS, KYC, AML, DMS, Currency, Wire Payments, Swift, ACH and Identity and Access Management (IDAM)

**J P Morgan Bank –Dorset, UK Jan 2006 - Dec 2006**

**Business Change Project Manager - Head of Testing**

**Comerica Bank – Livonia, MI Jan 2004 - Jun 2005**

**Business Analyst - Implementation Manager, ARP Department**

**Flagstar Bank – Troy, MI Jan 2003 - Dec 2003**

**Senior Business Analyst / Project Manager** (contract)

**Barclays Bank PLC, Cheshire Aug 2001 - Nov 2002**

**Project/ Business Change Manager - Barclays Bank Data Warehousing, BI and MDM Project**

**Scottish Widows, Edinburgh, Scotland Feb 2001 - Jul 2001**

**Business Project Manager - Merger Lloyds TSB - Scottish Widows Merger**

**Abbey National Bank PLC, London Aug 2000 - Jan 2001**

**Business Project Manager / Change Manager \_Wealth Management**

**Friends Provident Feb 1999 – Jun 2000**

**Pensions Project Manager/Business Analyst**

**Barclays Bank – Wealth Management April 1988 – Jan 1999**

**Life & Pensions Wealth Management Project Manager/Business Analyst**