**Gotham Maurya**  
Boston, MA 02115 | (C) 267-231-3409 | (email) gotham123@gmail.com

**Summary**  
  
Highly self-motivated and versatile Portfolio/Program/Project Manager with 17+ years of experience.   
Area of expertise is Business Development, Change management, project and team management, financial and business systems analysis, process redesign and development.

Excellent interpersonal and communication skills, confident and poised in interactions with individuals at all levels.   
Expert business and technical skills and extensive knowledge of financial services  
Proven ability to develop, lead, motivate, build relationships and manage team structures and groups.  
Proven ability to collect, consolidate, organize and prioritize business needs.  
Highly regarded for a proactive attitude and an ability to think laterally, providing ideas and solutions, and follow through for issue resolutions.  
Detail oriented and resourceful in the completion of programs and projects with ability to multitask effectively and work in a fast paced ambiguous environment.  
  
Domains/ Industry Experience: Financial Services, Pharmaceuticals, State and Federal Government Agencies, Higher Education, Insurance, Healthcare and Medicare, Investment and Retirement Accounts.  
  
  
**Experience**

**Blue Cross Blue Shield of Massachusetts Project Manager Dec ’16 – Present**

• Working with the Enterprise PMO, provide oversight and governance for projects and programs in the 2017 Portfolio

• Analyze processes and propose improvements to the planning, delivery and reporting for CIO

• Advise and guide initiatives and projects through the project intake process & investment gates

• Engage with Executive team & stakeholders to understand varied needs and interests and interdependencies to   
 guide, coach and mentor project managers and project teams in the SDLC process for Waterfall and Agile   
 projects

**Harvard Business School Business Intelligence Project Manager (Avid Tech) Jan ‘15 – Oct ‘16**

• Scrum master & Sr Project Manager for Data Warehousing and Business Intelligence project utilizing Oracle and Oracle Business Intelligence Enterprise Edition (OBIEE) with a goal to provide real time reporting, dashboards and self service capabilities to the fundraisers, event planners and alumni network managers using Alumni data

• Project budget of $4M, with scheduled implementation time period of 2.5 yrs with incremental deliveries

• Project teams consist of business analysts, SQL developers, functional consultants, technical consultants, data stewards, data architect and SMEs in the areas of HBS Alumni Relations, Fundraisers, Events & Reunion planners, Reporting support group, among others

• Responsible for managing the entire SDLC and Sprint planning process of the projects along with UI & UX design for end user testing, training and acceptance. KPI & Metrics reporting as part of the HBS-IT PMO

• Manage budget, scope, schedule, delivery and escalate issues and risks towards successful implementations

• Prepare and present management reports / dashboards on the health of projects to the leadership team

• Participate in roadmap development of UI & UX design, data & reports delivery pipeline and resource & demand forecasting, manage SQL testing, defects management, end user testing & delivery

**Wolters Kluwer Financial Services (WKFS), Waltham, MA Apr 2014 - Jan 2015**

**Sr Project Manager (Apex Systems)**

• Manage multiple regulatory implementation projects ongoing with US banks and financial services organizations to support product implementations for automation of customers’ CCAR regulatory reporting requirements of FRY-9C, FRY-14 Q/M, FFIEC, etc.

• Project budgets range from $1.2M to $3M, with scheduled implementation time periods of 6 mths to 1.5 yrs

• Project teams consist of functional consultants, SQL developers & testers, technical consultants and SMEs in the areas of Basel III reporting, US Regulatory reporting, Solvency II reporting among others

• Responsible for managing the entire SDLC of the projects and reporting as part of the PMO

• Manage budget, scope, schedule, delivery and escalate issues and risks towards successful implementations

• Prepare and present management reports / dashboards on the health of projects to the leadership team

• Participate in roadmap development of projects pipeline, end user testing, UX design and resource demand forecasting

**Cybrid, Inc - Harrisburg, PA Project/Program Manager - FTE 8/07 - 4/14**

Managed multiple clients and contracts as Project/Program & Portfolio manager for 7 years - details below:

**Fidelity Investments – Boston, MA Project Manager (Cybrid, Inc) 7/13 – 3/14**

Engaged to provide consulting and professional advisory services to a group in Fidelity Investments, seeking to achieve execution optimization in their program management and delivery for projects with budget of $60M+

Analyze ongoing processes, resources, constraints and conduct gap analysis to provide recommendations for efficient alternatives for multi-disciplinary (Agile, Waterfall) teams spread globally in a matrix organization

Help set up a PMO to better plan, manage, coordinate, communicate, train and deliver program and project efficiency for 70+ team of Project managers spread across multiple US and International locations.

Engage with Executive team & stakeholders to understand varied needs and interests and interdependencies

Guide, coach and mentor FTEs, new hires and junior members for high performing and critical roles

**Wipro Consulting – Boston, MA Portfolio Manager (Cybrid, Inc) 8/11 – 6/13**

Managed a $27M portfolio of large financial services client accounts in Boston Area – including State Street Bank, Putnam Investments, and Wellington Management.   
Oversee and ensure successful delivery of a portfolio of Business Intelligence and Analytics and Information Management projects with the clients

Generate new business with the clients by assessing their current and future needs and propose solutions

Build and manage teams and programs for successful delivery following the onsite/offshore delivery model

Manage 40-45 resources onsite in and around Boston and 120+ resources offshore located in India and China with the help of project managers and delivery managers

Perform Portfolio, Program and Projects management in a PMO structure to ensure smooth functioning and delivery of key programs – interface with Sales, Alliance, Marketing, Technology, Delivery, PMO, Practice teams among others

**MFS Investment Management – Boston, MA Project Manager - EPMO (Cybrid, Inc) 03/11 – 06/11**Led the effort to envision, strategize, set up and implement an Enterprise Wide Project Management Office (EPMO) for this leading fund management corporation as part of their corporate strategy

The program objective was to improve the management of projects, programs, portfolios, finance, demand and resources across the organization, at the end of the implementation of all 4 phases identified along with integration with SharePoint  
Managed, advised and helped with Phase I activities of initialization, set up, testing and implementation of the EPMO working with the Executive Management Team led by the CFO and CTO

Drafted the EPMO charter, communication plan, project management and reporting process flows and framework with key steering committees led by the CFO and CTO for review and scheduling of projects pipeline and in-process project portfolio having a budget of approx. USD 65M and 70+ projects. Managed the SharePoint upgrade and roll out project

Identified and developed the KPIs, artifacts, process flows and other performance metrics to monitor report and manage the portfolio of projects, resources, demand and financials for the centralized EPMO

Interviewed and helped hire Program, Resource and Project Managers to staff the EPMO roles identified and defined.

Trained the existing staff and new hires in PMI methodology, as part of the train-the-trainer program for the center of excellence in project and process management identified within the EPMO

**Trillium Software** - **Project Manager, Financial Services (Cybrid, Inc) 03/10 – 03/11**Delivered on-site \ remote consulting to large financial organizations developing or otherwise executing a strategy for data governance, data quality, or other financial services data driven initiative  
Led business development discussions and presentations with HSBC, N.A. on PMO and data governance planning, strategic planning, and other data quality focused initiatives on Basel-II, SOX Compliance, etc  
Led discussions with senior HSBC business executives to identify and subsequently measure business impact related to governance activity of Consumer Lending Portfolio - Credit Cards, Mortgage to help identify and tailor products to suit the need.  
Delivered detailed data assessment plans and models, using workshops and pilot, referencing identified business issues, analyzing the fitness and appropriateness of data required to validate and address key business requirements.  
Assisted the client – HSBC Bank, NA, Ernst & Young, and the internal PMO with business plan, reporting structure development and training as it applies to regulatory and data governance best practices.

Led the implementation of Trillium data quality product based on SQL for HSBC, NA along with managing their vendor, Ernst & Young, impacting all business lines of the bank with a budget of USD 10M and diverse teams based onshore and offshore   
Advised HSBC on defining the measurement of project and data quality ROI metrics as it applies to their business.  
Helped clients, alliance partners and Vendors determine needed resource skills and staffing for their specific data quality initiative governance model.

**Citizens Bank (RBS) - Providence, RI   Program Manager (Cybrid, Inc) 02/08 - 11/09**  
Oversight and day to day management of all PMs/projects within the Risk Data Platform to implement the Basel II regulatory guidelines for assessing portfolio risk across all banking divisions – Consumer Lending, Credit Cards, Mortgage, etc

Managed intranet and internet web applications development and support for various groups and products.

Managed the development and streamlining of Data warehouse, data marts and enterprise MDM utilizing Oracle, SQL and IBM products and services. Enhancement of SharePoint sites for use of project and program updates and artifacts repository  
Work closely with the PMO, PMs and stakeholders to ensure that project goals, objectives, budget and timelines are met for projects from 500K up to 11MM dollars in approved funding with total budget of approx. USD 45M  
Managed communication via status reports and project presentations as necessary for senior management in US and UK. Primary PMO liaison and point of contact for all PMO activities, reporting and management of deliverables  
Ensured that project plans, schedules, risk matrices and other SDLC documentation is prepared, maintained and approved as agreed with the stakeholders and the PMO.  
Liaised with Business and Technology teams to facilitate discussions among stakeholders and project resources in support of project deliverables.  
Managed 3rd party contracts, vendor relationships and teams onshore in US and offshore in India– SOWs, PCRs, etc with vendor teams like – IBM, Infosys, Datamatics, Infogix and other vendors.    
  
**Barclays Bank - Wilmington, DE            Sr. Project Manager (Cybrid, Inc)                       08/07 – 11/07**  
Worked with the Risk Solutions Development team to launch Partner credit card products.  
Managed and coordinated the conversion of acquired credit card portfolios of up to 1.5M card accounts, resulting from mergers and acquisitions, to Barclays’ processes and systems.   
Managed the scoping, requirement gathering, enterprise content management, architecture proposal and initiation stages of system design requirements for a new technology infrastructure platform comprised of Data warehouse, data marts, business intelligence and reporting layers with web frontend to serve the growing needs of various business groups for an estimated total project budget of $4M – consisting of Oracle, Siebel, SAS, VMWare, IBM technology among others to support CRM, Marketing, Capital Markets and other lines of businesses.  
Led 5 PMs and 40 member cross functional, matrix team to define and map processes, direct the end-to-end development and implementation of process functional and systems requirements including: documentation, records, change control, quality assurance, metrics/analytics applying SOX and Basel II compliance guidelines and controls using Mercury tools - Test Director, Load runner, etc.   
Identified critical-to-quality requirements and applied regulatory, quality and operational excellence standards to design/improvements working with Info Sec, PMO, Service Delivery and Change control groups.

**JPMorgan Chase, Wilmington, DE   Program Manager (FTE)     08/05 –08/07**  
  
Manager - Application Development and Quality Control – online banking, for credit card line of business.   
Managed the infrastructure upgrade involving virtualization of server environments utilizing VMWare, oracle, web sphere, etc of Shared Services for capital markets, retail banking and credit card business lines. This led to a 30% reduction in the physical footprint of the data centers leading to 40% cost savings in combination with maintenance, licensing, etc.  
Developed program budget, tracks actual against forecast within departmental and PMO guidelines for variance for medium to large projects, set SLAs, manage offshore vendors, and monitor metrics and feasibility.  
Managed the Online Electronic Payment service for card line of business including web enhancements, new projects and run the engine activities –running on Siebel and Corillian technology.  
Managed the 2007 Tech Refresh (Infrastructure Upgrade) with Tech Ops, Training Application upgrade for CCS, assisted with TSYS In-sourcing projects among others.   
Established and maintain effective relationships with core and extended program team members, stakeholders, peers, and business representatives.  
Resourced scheduling, planning, and ramp-up activities through contractors and offshore vendors.  
Organized project teams and resources by identifying areas of needed expertise and required skills, interviewing and hiring new employees, coaching, development and appraisals.  
Resolve program conflicts with affected management, technology peers and business partners.  
Serve as mentor to new PM hires and Interns within the group and cross departments.                          
Managed the merger of 9 million credit card customers of Bank One into JPMorgan Chase unified online presence following six sigma guidelines, process controls, UX design and Accessibility standards.  
Received peer recognition award for successfully merging the Bank One portfolio.  
Represented and led Customer Experience & UX design group within Consumer Internet Group (CIG) on web development for online banking running on Siebel and Corillian’s Voyager platform.  
Worked with the PMO, Program and Project Managers in obtaining consensus, participated in JAD sessions, CE project planning and SOX compliance for all projects.  
Developed and managed offshore vendor teams to perform product testing and warranty utilizing using Mercury tools - Test Director, Load runner, etc  
Manage, maintain and track issues and quality of projects and escalate for resolution when necessary.  
  
**MBNA America Bank (Bank of America), Wilmington, DE.                                          02/05–07/05**  
**Portfolio Manager – Portfolio Conversions / Business Lending Group** **(Glotel, Inc)**

Managed a portfolio of 4 major business lending projects and 8 PMs with a budget of $25M.Coordinated cross-functional teams of technology and business areas to successfully conduct SWOT analysis of different  online banking solutions, scoring of RFP proposals, conducting technology due diligence with selected vendors and finalizing the initial analysis and estimate of top 3 vendor solutions (Siebel, Corillian, TSYS).  
Conducted research with McKinsey, Gartner, on business card markets, customer expectations and developed business requirements necessary to invite bids and support RFP process from leading online banking technology vendors for the development of a new online banking platform for 2M business card customers.  
Developed and maintained project plans and project documentation necessary to support enhancements to existing online payment center and for the development of a new online banking platform for business card in compliance with SOX guidelines and controls. Made presentations to the senior technology and business lending committees.  
Monitored and maintained schedules, issues log, what-if scenarios, dependencies and relations across projects to optimize resources and leverage competencies, project documentation as per the corporate SDM process and project dashboard of key metrics and progress across all portfolio projects, reporting weekly to senior technology, PMO and business lending working committees.  
Coordinated technology and business teams in gathering business requirements from the client and other deliverables for application development, data integrity, business intelligence needs and translated the same for internal technology groups and vendors.  
Performed process mapping, Gap analysis, and tracking of changes during portfolio transition planning of converting the existing business card processing back-end platform on TS1 to TS2 platform of the 3rd party transaction processor, TSYS.  
Monitored and helped the internal technology, business and vendor teams in the creation of business requirements and functional design specs for enhancements to the Online Payment Center for Business Card running on Corillian platform.  
Worked with the Corporate Technology and PMO teams to successfully transition the existing business card websites to be Section 508 and W3C compliant with emphasis on enhanced usability and processes.

**American International Group (AIG), Jersey City, NJ                                                         10/04–01/05**  
**Project Manager – Domestic Brokerage Group** **(Mindspan, Inc)**

Helped streamline and identify improvements to the auto, mortgage and insurance claims processing along with management and interaction with the domestic Brokerage units nationwide.  
Managed a team of 8 Business and Technical Analysts. Coordinated requirements gathering and coordinated project plan for migration of internet and intranet sites and back end applications and processes from centralized Corporate IT environment to department owned infrastructure.  
Performed process mapping, developed process flows and project documentation necessary to support integration and migration of internet and intranet sites using Siebel and Oracle platforms.  
Managed and provided guidance to analysts in gathering business requirements from the client, creating Program or Functional specification, Use Cases and UML artifacts, and other deliverables for project development using RUP methodology,  
Monitored and coordinated UAT and QA during development and post production stages. Conducted usability tests using focus groups and interviews to collect and analyze human behavioral data.  
Managed the development of information architecture and navigation maps for the website  
Used detailed storyboards, mockups and wire frame prototypes to communicate design ideas through presentations to the senior management.  
Coordinated process improvements for content management strategy and change management.

**Temple University, Philadelphia, PA    Program Manager - FTE                                 02/03 – 10/04**  
**Mid-Atlantic Information Technology Consortium**            

Led a $10M federally funded grant project for developing IT infrastructure and raising IT accessibility awareness, under Section 508, in the Mid-Atlantic region in education to businesses, consumers, schools, and state and local governments.  
Managed the development of online web based reporting system for 6 Mid-Atlantic state partners.  
Monitored Design and Implementation of BA testing plans, Test Cases, UAT scripts and supported QA during testing.  
Developed and maintained information systems to conduct statistical analyses & derive metrics on statewide disabilities data annually utilizing various OTC and custom built business intelligence tools, as per federal and state government requirements and train staff members on the same, through data mining and extrapolation.  
Served as a member of the Commonwealth of Pennsylvania IT Accessibility Advisory Group – contributed to the development of statewide IT accessibility policy for all state govt. organizations sanctioned by the PA Governor’s office.  
Trained universities and various educational/ resource centers in the Mid-Atlantic Region on IT accessibility guidelines and programs through instructional materials, presentations and workshops; represented the consortium at state and national conferences.  
Led a team of graphic designers, web developers, database administrators and graduate student assistants in various internal and external web development projects.  
Member of Temple University Communications Council headed by V.P. of IT; contributed to development of web policy and standards for Temple University Worldwide.

**GlaxoSmithKline, King of Prussia, PA                                                                                   05/01 – 12/01**  
**Business Analyst – Worldwide Business Development Group (MBA Co-Op)**

Worked with the management team in identifying web development requirements, created demos and presented solutions to the management team led by the Sr. V.P.  
Organized focus groups, conducted cognitive walkthroughs, and use tests  
Worked closely with the corporate IT group in the development of group’s internet and intranet sites and conducted usability tests on interface and interaction design features.  
Performed requirements gathering, documentation and development of detailed process flows for scientific and business processes for seamless centralized migration; provided business IT supports to a group of 50 members.

Awarded by the Director of Therapeutics for efficient leadership and on-time completion & training of   
       enhanced IT collaboration projects rolled out across the department.

Developed and presented project proposals and IT applications to enhance collaboration and networking between Scientific Licensing and Commercial Operation groups for In-Licensing opportunities.  
Led 2 teams with vendors (Oracle, Siebel, Business Objects, IBM, etc) and internal IT groups to develop models and processes for business intelligence projects.

**American Express, New Delhi, India                                                                                  02/97 – 08/00**  
**Team Lead/ Business Analyst - FTE**

Led a team of 7 members in Financial Control and Risk Management for streamlining of process flows, verifying the integrity of financial data and implementation of business rules to support credit card transactions in Europe, Middle East and Americas.  
Implemented IT and business risk management plan; managed disaster recovery plans for business continuity planning as a member of the Internal Audit team of Phoenix-US, Brighton-UK and New Delhi-India.  
Co-led integrated finance and technology team as a part of Six Sigma initiatives to redesign accounts receivable process which led to significant cost savings.  
Responsible for account analysis, streamlining of process flows and maintaining the integrity of financial data.

**EFunds, Gurgaon, India                                                                                                          09/94 – 01/97**  
**Business/Financial Analyst - FTE**

Led a team of 21 members in the FI division responsible for migration of Collection Tracking and Analysis system, from company headquarters in Minneapolis, MN to India, designed to monitor and aide the day-to-day operations of the collections for the accounts receivables department.  
Performed financial analyses & credit evaluation of customer accounts and interfaced directly with debt collection agencies in US to streamline client data transfers, account investigation and reconciliation activities.  
Performed requirements gathering and data mapping for SAP R/3 accounts receivable module for migration.  
Trained and mentored new team members in the use of SAP R/3 financial module and IBM mainframe systems.

**SKILLS**  
  
Process and Systems Analysis, Market and Financial analysis, Vendor Management, Product and Policy development, Requirements Gathering and Documentation, Presentations and Lectures, Consensus Building, Project Scheduling, Peer Mentoring, Software Development Lifecycle, Workflow Implementation, MS Excel, PowerPoint and Project, Visio.  
  
Other: Section 508 implementation specialist  
Member, Pennsylvania Accessibility Advisory Committee  
Member, PMI Delaware Valley Chapter – PMI Certified  
Knowledgeable in SOX, CMM, Six Sigma, Basel  
Member Temple University - Fox School Alumni Association – mentor to Undergrad and MBA students.

**EDUCATION**  
  
Temple University - Philadelphia, PA              2000–2003  
Degree: MBA and Co-Op Program; Major: MIS   
Recipient of Len Kasday Graduate Academic Scholarship – 2001-2002  
  
University of Delhi – New Delhi, India               1994-1996  
Degree: MA; Major: Finance  
  
Allahabad University – Allahabad, India               1991-1994  
Degree: BA; Major: Economics and Finance  
  
**Interests**: Camping, backpacking, skiing, travel, racquetball, cooking, gardening, reading, history, philosophy, poetry, space sciences.