

Vice President Vice President Vice President - CITIGROUP Chesterfield, MO Work Experience Vice President CITIGROUP July 2017 to Present Leading multiple regulatory and strategically crucial projects for Citi in various capacities

- o Product Manager for development of Individual rights processing of California consumer privacy act (CCPA). Managing product requirements, process flow, design, and user experience for multi-platform (Web and IVR) product development
- o Business Project Manager for FDIC-370 implementation. Leading analysis and remediation (including customer outreach) efforts for mandatory customer information for consumer (Retail) and business (Commercial/small business) accounts
- o Performed internal consulting for Data governance and privacy group
- o Led capacity and cost optimization efforts for offshore delivery teams supporting the group, resulting in 20% added capacity with existing resources
- o From concept to execution, managed effort on developing in-house tools to drive efficiency for improved reporting and planning activities
- o Spearheaded the effort on 2019 resource and financial planning for the group, creating a repeatable process for future planning cycles
- o Finalist - Citi Product Innovation Contest 'What is the big Idea' 2018

Management Associate Commercial and Mortgage August 2015 to June 2017 Prepared periodic competitive and market intelligence for executive management (C-level). Collaborated with Finance to prepare competitive earnings analysis for mortgage peers

- o Led development of internal web portal development to reduce day-to-day resource involvement in serving internal customers across three lines of business, with estimated cost savings of over \$100K
- o Product Owner for Data Quality implementation project for Retail, Commercial and Mortgage businesses. Coordinated agile development effort of three development teams and business users
- o Received Star Player Award for designing a capacity model to forecast resource capacity and manage demand for various sub-teams within the group
- o Successfully led Data Management Maturity assessment activities for three lines of businesses within Citigroup including Mortgage, Retail and Commercial. Provided recommendations for improving Data management capabilities of these LOBs, resulting in 75% improvement across three LOBs in next assessment
- o Analyzed business data-quality reports and identified actionable items with material impact. Created a dashboard, providing quick summary to Data Governance Leads and

management on key Global Function KPIs Collaborated with cross-functional teams to identify data channels to obtain several financial, cultural and client metrics and built a reporting framework (scorecard model) for performance management to show individual triggers that each executive contributes at the corporate level Performed detailed evaluation of business environment including customer needs, capabilities, and competitive landscape to identify new digital solutions for Citi Cards Project Manager COMPUTER SCIENCES CORPORATION April 2013 to July 2013 Managed service delivery and customer relationship with a renowned Insurance client worth \$1.2 million annual revenue Supervised a 12-member project team from India, US, Philippines, Singapore and China, providing technology solution (development and maintenance) for insurance policy administration system Achieved operational efficiency and reduced weekly production defect backlog by 70% within 2 months of taking over the project in the role of Project Manager IT Consultant Singapore August 2011 to March 2013 Rendered technical consultation, followed by successful implementation of cross-application migration of over one million insurance policies, for one of the largest insurance clients in Singapore (NTUC Income) Established a strong client relationship, resulting in repeat business from the client. Project Lead July 2008 to July 2011 Redesigned and organized technical training for new entrants to the account, reducing onboarding cost by 40% Restructured and improved project processes and quality of deliverables, thereby increasing client satisfaction score from 7 to 9.5 in one year Project Lead INFOSYS TECHNOLOGIES February 2008 to June 2008 Led development activities for 4-8-member project teams providing IT solutions for insurance products to subsidiaries of BNP Paribas in South Korea and Japan Onsite Coordinator October 2006 to January 2008 Managed off-shoring assignment between BNP Paribas Life Insurance Korea and Infosys. Maintained excellent relationship with client, resulting in a 100% increase in revenue for the organization IT Programmer July 2004 to September 2006 Involved in developing solutions, testing and design activities Education Master of Business Administration in Business Administration WASHINGTON UNIVERSITY in ST LOUIS, OLIN BUSINESS SCHOOL July 2013 to May 2015 MBA NATIONAL INSTITUTE OF TECHNOLOGY - Warangal, Telangana Skills DATA ANALYTICS, SHAREPOINT, TABLEAU,

VISIO, SPSS Additional Information SKILLS High level of expertise on Microsoft office products including PowerPoint, Excel, Word, Visio and SharePoint Adept in Stakeholder management, Client interfacing, and team leadership in both waterfall and agile developments Comfortable in leveraging Technology background with Business knowledge in cross-functional settings Strong analytical and quantitative skills; Exposure to data analytics techniques and tools including SPSS, R, and Tableau Executive program: MS in Analytics (2016-2018) Harrisburg University of Science and Technology

Name: Natasha Patterson

Email: russellalicia@example.com

Phone: (701)928-8123x644