Jeyaraman Raju

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IT Strategy and Technology Transformation Executive
20+ years' success leading innovation for high-growth organizations

Repeated success guiding global business strategy with established and emerging technologies to achieve transformation and maximum operational impacts with minimum resource expenditures. Talent for enterprise architecture and business with experience working for global organizations requiring strong ability to build consensus across multiple organizational levels.

Highlights of Expertise

- Enterprise Architecture
- Governance, Risk & Compliance
- Cross-functional Team Leadership
- Full Life Cycle Project Management
- Financial Services & Banking

- Strategy Development & Implementation
- Emerging Technologies Research & Adoption
- Portfolio Management
- IT operations, Budget Administration
- Certifications: TOGAF 9.1, AWS CSA

Career Experience

State Bank of India (SBI), New York, New York / Mumbai, India.

HEAD OF ENTERPRISE AND TECHNOLOGY ARCHITECTURE (2017 to Mar'2019—Contractual)
Responsibilities include global IT strategy and policy development and implementation, digital transformation, innovation, and optimizing IT operations. Represent the bank with regard to emerging initiatives, including Open Banking and blockchain technology. Member of the IT Strategy Board.

- Established EA wing from a 3-member team into a 50-member (30 directs, 20 matrix) strategic practice influencing $1Billion IT budget. The EA practice model earned The Open Group President award-2018.
- Developed SBI's 2017-2020 IT vision. Released the data governance policy and created the data org.
- Ensured optimal IT and increased annual savings of $1.5M and one time savings of $4.5M in 2018 through the launch of Architecture Review Board, and application portfolio rationalization initiatives.
- Anchored strategic transformation by aligning stakeholders—business, IT, HR, customers & regulators
  - Stabilized retail banking transformation—YONO, an omni-channel digital banking platform that handles 150 million customers. ABFJournal's Best mobile initiative—2018 winner.
  - Published the API strategy and released the Enterprise Integration Services-API, a platform that facilitates over 3000 TPS between the core banking, 3rd party, and transactional channels.
  - Increased the cloud adoption from 5% to 20% through the Cloud Center Of Excellence (CoE) setup and by aligning VMware-based private cloud architecture to handle critical applications.
  - Devised Global Market's 3-year transformation ($30M) by combining business vision, industry trends and as-is analysis. Portfolio includes org. visibility, customer experience, integrated risk management, and trading efficiency. Optimized processes using BPM and capability maps.
  - Created DevOps strategy and implemented the stack & process in retail and corporate units.
- Launched 2 AI, ML and NLP-based products (chatbot, branch automation) through the innovation wing.
- Orchestrated and achieved European Union's GDPR compliance of the Bank.
- Matured the IT risk framework that optimized application tiers, security controls, and BCP-DR setup.
- Strategized innovation and operational efficiency through Open Source, Testing and Security CoE setups.
- Achieved customer satisfaction, cost reduction and elimination of 30% failure rate in enterprise SMS delivery (20 million per day) with robust architecture, process overhaul, and inclusion of OTT channels.

Wells Fargo, Asset Management Group, Boston, Massachusetts

PRINCIPAL ENTERPRISE ARCHITECT (2010 to 2017)

Responsible for the group's architectural leadership, team management, governance, strategic programs and technology evolution. Oversaw Salesforce, shared services (SOA and libraries), and COTS portfolio as well as partners' technology audits. Developed and approved corporate architecture guidelines.

- Developed and implemented IT vision and strategy for the combined Wells Fargo-Wachovia funds management group, a 3-year program. Architected the first Salesforce adoption at Wells Fargo enterprise. Portfolio includes SFDC (Sales, Service, Marketing cloud), SOA, J2EE, .NET, operational web and batch systems, Informatica, Cognos and Data Warehouse.
- Achieved T+1 data flow across the platform and improved data quality by creating REST-based services portfolio and by streamlining the types of system integrations including data replications.
- Satisfied security requirements by hosting sensitive data within the enterprise and by providing secure integration with the public cloud.
- Reduced operating expenses by fully automating the system validations to support the routine IT maintenance through the combination of self-validating apps, automation, and process optimization.
- Successfully completed the data center migration program without any operational impacts.
- Instilled continuous improvement culture, agile practices, security standards and technology stack. Built centralized IT knowledge center and improved the efficiency in on-boarding IT team members by 75%.
- Delivered fund profile 360^0 vision by executing data delivery strategy for the E-Business systems with the MongoDB, SDL Tridion, J2EE, Mobile and Web2.0 portfolio.
- Accomplished Contact center technology platform consolidation through SOAP-based VOIP services and by integrating Salesforce service cloud with Cisco UCCE.
- Led Architectural Decision Documents and POCs for the enterprise architectural forums on Enterprise (SOA, security, integration), cloud (transition, integration, SaaS, PaaS, Pivotal Cloud Foundry), NOSQL, mobile (stack, UI, delivery), big data, testing and logging.
- Standardized the architectural models and data flow diagrams using Sparx EA, Visio and Erwin.

Wells Fargo, Asset Management Group (Wachovia—Evergreen Investments), Boston, Massachusetts

AVP / TECHNOLOGY MANAGER – LEAD ARCHITECT (2002 to 2009)

Led IT for 3 business teams (Fund administration & Finance, Compliance and Alternative Investments). Administrated budgets, provided employee oversight, and established objectives. Responsible for architecture, infrastructure, development, support, risk management, and BCP for platform systems. Conducted team technical and operational training.

- Successfully created the technology portfolio for the newly established Alternative Investments group.
- Built the entire sales back office, a portfolio that handled the entire sales volume of the $250B AUM.
- Launched architecture CoE, established architecture standards and created reusable service portfolio.
- Established the release management process and achieved SOX Compliance.
- Successfully led company's first global source program, leading to adoption of outsourcing model.
- Established the QA team and QA processes. Trained the team on QA methodology and tools.
- Led the architecture committee that assessed and consolidated the IT platforms of the Wells Fargo and Wachovia asset management group.

ADDITIONAL EXPERIENCE

Lead Web Developer (2000 to 2002) ▪ DeBeeCon, Inc., Boston, Massachusetts

Software Engineer (1998 to 2000) ▪ India

Education & Credentials

MASTER OF BUSINESS ADMINISTRATION IN FINANCE, Bentley University, Boston, Massachusetts

BACHELOR OF ENGINEERING IN ELECTRONICS AND COMMUNICATION, MK University, India

Technical Proficiencies: J2EE; .NET; CRM; ETL; Web Services; EIS; SOA; API; Middleware; Web 2.0; Mobile; CMS; RDBMS; NOSQL; AI/ML; Private and Public Cloud Computing (AWS, Azure, Oracle); IoT; PaaS; SaaS; OSS; ITSM; ITAM; Data Warehouse/Data Lake; Analytics; BI; Master Data Management; Enterprise Security; EA Modeling; BPM; Market Data & Trading Systems; PeopleSoft; SAP; HRMS; Mainframe; Core-Banking Systems; Networking; ATM/Kiosks/PoS Infra; Data Center; Integration (Payments, Regulators, B2B, Service Providers); Sparx EA; Visio;

Notable Innovations: FDAI, AN EA Practice Model; IVM, Self-Aware Applications; Unified Access Design, Targeted Risk Model; App-O-Pedia, Central Knowledge Repository