Prakash Chaplot

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Transformation leveraging automation, strong track-record on execution and delivery

Senior IT executive with over 20+ years of technology and operations leadership with a proven track record of transforming large IT organizations into efficient and agile structures by leveraging technology, process re-engineering, robotic automation, cloud transformation, digital innovation, run-book automation, effective talent management, and extensive resource management including resource strategies and execution.

EXPERTISE AND COMPETENCY

Proven Leader in building and managing global Information Technology & Operations organizations

- Established two global organizations in the past 15 years (1400+ FTEs and 150+ FTEs resp.), with extensive relocation of support resources from the New York Metro area to US domestic and global low-cost locations.
- Program ownership ($75MM+ P&L) and execution across 700+ applications within the Chief Technology Office. Resources spread across 15+ global locations supporting global/regional requirements.
- Established resource strategies and restructured existing vendor outsourcing agreements and changed vendor mix to drive $35MM+ annualized reduction in external fees while gaining higher service levels.
- Embedded strong pipeline of diverse global talent pools in culturally diverse teams across geographies.

Early Innovator in use of Robotic Process Automation (RPA), Cloud Transformation, Digital Innovation and Run-Book Automation (RBA)

- Transformed multiple technology and operational functions using DevOps, Cloud, RPA and RBA.
- Generated savings of 30-40% ($40MM+) primarily through automation / self-healing (reductions in human intervention).
- Transformed functions include Production Support and Infrastructure Middleware technology operations, Change Management Governance, Disaster Recovery, and Deployment.

Expertise in global regulatory and compliance requirements

- Awarded highest Audit Ratings in 2015 for my 1400+ FTE Production Support Organization.
- Deep experience in many key areas including OCC Audits, Third Party Information Security Audits, and local regulatory reporting.
- Leverage automation to establish controls and governance oversight.

PROFESSIONAL EXPERIENCE

Citigroup O&T · Tampa, FL   Jan 2016 – June 2019
Chief Technology Office / Head, Robotics Operations and Robotics Development Support Center (for Enterprise O&T)

Business Case: RPA technology newly introduced; no operational setup; first time implementation; tools immature; demand for expedited delivery; lack of resource expertise in the market; code quality not to the best. Monitoring is mostly infrastructure focused and not application driven; multiple monitoring tools; no predictive analytics or self-healing; no business transaction or end-user monitoring; no dynamics base-lining;

Head, Robotics Operations and Robotics Development Support Center
- Developed and implemented Robotic Process Automation Operational Strategy across CTO driving stability and scalability. Tools used Automations Anywhere, Work Fusion, Kore.ai (Chatbot), Yseop (NLG)
- Established 24 X 5 Robotics Process Automation Development Center of Excellence (follow the sun model) for Operations Team
- Established 24 X 7 Robotic Operations team responsible for Middleware, Application Production Support, Change Management, Incident and Problem Management. Deep reduction of tickets per BOT (from 23 tickets per BOT to less than 1 tickets per BOT)
- Implementing "**One Touch COB"** for RPA processes. Established DevOps Model by instrumenting automation within RPA Operations.

Head, Application Performance Management
- Implementing the next generation of Application Performance Monitoring (leveraging Appdynamics) for 700+ unique CTO applications across various technologies on cloud and non-cloud environments within Chief Technology Office (CTO).
- Deploying automations that span all aspects of monitoring including system monitoring, end user-experience, application monitoring, log analytics via centralized dashboard and automated event management and incident resolution.
- Self-Monitoring -> Self-learning -> Self-healing
  Resolution of multiple alerts / issues are executed without human intervention leveraging predictive analytics and self-healing. Huge cost benefit observed. Lower MTTR and accurate Root Cause Analysis.

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Citigroup O&T · Tampa, FL   2009 – Dec 2015
Chief Technology Office / Head of Global Production Management (GPA)

Business Case: Production Support of 700+ applications very fragmented; embedded within each application; no shared service organization; resources embedded within each application; very costly; too much redundancy; high number of outages; no or minimal documentation; knowledge in the head of supporting person; little knowledge management; multiple support logistics tools; multiple support processes; no segregation of duties; no SLAs; manual processes; no automations; many resources supporting back offices located in high cost locations

Built and managed a global production support organization of 1400+ diversified global staff across 4 continents spread over 6 diverse organizations (currently $85MM+ P&L). Responsibilities include application production support, data operations, infrastructure middleware technology support, change management, configuration management, incident and problem management, system and application level monitoring across corporate applications and systems including financial, risk, HR, compliance, general services, procurement, and real estate (780+ unique applications, 15000+ servers).

- Innovated and optimized tools and processes that contributed over $50MM in direct departmental run rate savings over five years. Additionally, the program was the key enabler for an overall production support budget reduction of $89MM for the Chief Technology Office (from $204MM to $115MM).
- Adopted and deployed automation technologies including Robotic Process Automation (Work Fusion, Automation Anywhere), Run-Book Automation tools (BMC AO), Deployment Automation (RLM).
- Led the global transformation of Production Support using a centralized Production Support Operational Model, leveraging standard processes, global resourcing model, and automation.
- Managed a global support organization with staff in over 15 global locations including: US, UK, India, Singapore, Philippines, Mexico, Costa Rica, plus 8 other locations. Roughly 82% of resources are located at low cost locations in LATAM and APAC.
- Focused on Root Cause Analysis and System/Application level monitoring; Over 760 recommendations adopted resulting in more than 25% reduction of problem tickets including 90% reductions in Severity I and Severity II outages over last 4 years and over 40% reductions in 'normal' incidents.
- Supported 25+ different technologies including Big Data, Oracle eBusiness, Business Intelligence, ETLs, J2EEs, Tibco and Documentum. Plan to reduce count of technologies in the next two years leading to an additional 10-15% of projected saves.
- Awarded the highest Audit Rating in 2015 for my Production Support Organization.
- Led the successful migration of production support activities from various organizations into the shared services model, improving customer bi-directional communications and shared service accountability, reducing spend, successfully completing audits, and leveraging expertise.
- Executed multi-year (3 years +) multi-vendor (IBM,, Infosys) multi-million dollar contracts($35MM+) with global strategic outsourcing vendors driving productivity YoY. Overall responsibility on defining resource strategies and execution including the complete process of RFI, RFP, Vendor Evaluation and Selection, Negotiation, SOW execution and Delivery. Reduced 60+ global and domestic vendors to 2 major global vendors.
- Business Sponsor the Asia-Pacific Heritage Network Committee at Citi Tampa Site

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Citigroup · Tampa, FL   2002 - 2009
Procure2Pay Sr. Technology Program Manager

- Led technology and development for Procure2Pay (P2P), a Franchise Critical Oracle E-Business system that enables employees, using a web browser, to request goods and services, obtain approvals electronically, and pay for the goods and services purchased. Leveraged SDLC.
- Oversaw financial applications encompassing Accounts Payable, Fixed Assets, General Ledger, Project Accounting, Accounts Receivable and Procurement leveraging the power of single integrated database with common data processes and standards.
- Integrated Procurement application with Oracle's Global Exchange (an electronic market place), which hosts supplier catalogs, and the Accounts Payable application supports electronic submission of supplier invoices, as well as electronic payments via existing Citigroup payments services.
- Managed rollouts of the application to 55 countries with 100K active users (4K average peak concurrent users) an average daily processing of 18K invoices, 5.3K payments, 3.2K purchase orders, 7.7K assets with over 320K Active Suppliers globally (considered to be the largest Oracle Procurement database in the world). Currently, the application captures 97.1% of non-payroll Citi spend.

Citigroup · Multiple Locations [1990 – 2001]

[2000 – 2001] - Tampa, FL	Sr. Technology Transformation Manager *Transition Strategy & Execution for 33 applications from NY to newly opened Tampa Center at reduced cost*
[1995 – 2000] - New York, NY	Sr. Technology Application Manager *Design and Development of Credit / Risk Application – Global Risk Reporting (40 resources)*
[1992 – 1994] - Fort Lauderdale, FL	Technology Application Manager *Technology Manager for credit / risk applications*

| [1990 – 1991] - Bombay, India | Management Intern / Programmer |
| | *Worked on initial version of banking product (now Industry leader and Oracle owned)* |

EDUCATION

Indian Institute of Technology - Delhi
Bachelor of Technology in Computer Science & Engineering (1990)

OTHER ENGAGEMENTS

Citi Lean Certified
Business Sponsor for Citigroup Asia Heritage Network Tampa Chapter (Site hosts 7000+ resources)
Extensive Global Travel Experience