Gopi V. Menon

information TECHNOLOGY, cyber security, and OPERATIONS executive with global experience

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Strategic Global Operations & Technology Executive presenting 25+ years of diversified experience in assessing organizational needs and devising strategies for the development and transformation of advanced IT solutions and Operational excellence for organizations while forging strategic alliances across the organization. Adaptive change leadership through numerous M&A, integrations, turnarounds, and transformations. Experience working on five continents, 17 countries, managing large P&L and resources across multi-site geographies.

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| * Global Technology Teams | * Digital Transformations | Cloud | Collaborate | * Information & Cyber Security |(FFIEC, NIST, GDPR, PCI, HIPPA, SOX, GLBA, ITIL) |
| * Portfolio and Enterprise PMO, Cyber Security * Strategy Development Large M&A Integrations | * OKR, PDCA, Bowling Pin, LEAN/5S * DR, BCP, and Vendor Management | * Fortune 100 to Startup Technology Operations * Investor, Analyst, Board Relations |
| * Massive Savings on Resources and Budget | * Shared Services & Systems/ Enterprise Transformation | * Mentoring and NextGen Leadership development |
| * Products, IT, and Consulting | * Big Data and Analytics; CRM, ERP, EPM, HRIS, BI | * Enterprise Risk, Regulatory Compliance, Audit |

**PROFESSIONAL EXPERIENCE**

Executive Consulting LLC, South Bend, IN July, 2018 – Current

managiNg partner, technology

Currently in partnership with a Fortune 500 Financial Services firm, facilitate in transforming their Digital and Information & Cyber Security programs- in the spin-off of a LoB working with a Private Equity.

* Creating Digital Omni-channel presence for Distribution and Backoffice business process and infrastructure. Working with Corporate CIO and CFO in order to facilitate the transformation- technology framework, application suite, cloud-infrastructure, contact center, HR/Finance, and Back Office operations.
* Transforming the business Digital platform, Contact center, and Omni-channel "Customer-cafe" for the firm by designing the framework, working with the COO and Corporate CIO.
* Transforming the business Digital platform, Contact center, and Omni-channel "Customer-cafe" by designing the framework.
* Total revamp of their Information & Cyber Security environment

1st Source Bank, South Bend, IN February, 2013 – June, 2018

CHIEF Information Technology OFFICER

Brought in to turn around a direction-lacking Technology organization and subsequently given Back Office Operations role to lead all Bank’s Technology and Operations. Established technology vision, setting direction while aligning with the business, continuously and evaluating to drive improvements. Oversaw Digital Strategy, Applications, Infrastructure, Enterprise Architecture, Enterprise Disaster Recovery and Business Continuity, and Information & Cyber Security Office. Ran Operations covering Enterprise Program Management, Procurement, Contact Center/Customer Support, and Electronic/Digital banking, reporting to Chairman & CEO and the Board.

* Established Information and Cyber Security organization—including hiring the CISO. Acknowledged by Fed/Examiners as “Ahead of the Curve”.
* Overhauled EPMO to manage all Bank projects—improving project delivery by 33% and instituting a resource management model for resource allocations and optimization.
* Upgraded two data centers (Main and DR), increasing throughput by 30%, state-of-the art equipment.
* Sponsored and managed the selection and implementation of Salesforce and nCino Workflow, and Oracle/F ERP for Finance and Accounting; Rolled out “Total HR Transformation” covering recruitment, benefits, talent management, performance reviews, and compensation components along with the ERP main baseline.
* Redesigned and enhanced the technology for GRC (Governance, Regulatory, and Compliance) and ERAL (Enterprise Risk, Audit, and Legal)
* Established Cloud (Hybrid of Private, Microsoft Azure, and AWS; and mainframe with IBM) and Collaborate; and redefined and enhanced “Mobile Platforms” and Enterprise Digital Strategy.
* Significantly enhanced the presence in the “Digital and Mobile” platforms presence
* Created and leading a ‘rolling and continuously managed’ three-year technology roadmap for Security, Applications, Infrastructure, and Environment; developed critical Disaster Recovery and Business Continuity processes- per FFIEC/CSF and NIST, SOX, PCI, HIPPA standards.

Citigroup Consumer Group, Richmond, VA 2005 – 2013

SENIOR VICE PRESIDENT AND DIVISION CIO

Selected specifically from outside of the company to consolidate five separate groups creating the Shared Services, overseeing all Technology and Operations functions. Ran multi-tiered operations and technology service engineering organization, managing a globally dispersed resources.

* Saved large budget and resources, and improved delivery cycle time 20% by creating Shared Services Service Engineering group—consolidating technology functions across five groups.
* Ran Shared Services Technology for Consumer Group comprising if Citibank, CitiCards, CitiMortgage, CitiAuto, and CitiFinancial with a dotted line responsibility for Student Loans.
* Created Captive and Partner Offshore centers, and instituted 24x7 live operations—saving $12M YOY.
* Managed a multi-location team (17 locations including 5 international)

Capital One, Richmond, VA 2000 – 2005

VICE PRESIDENT of IT

Oversaw a multi-location, multi-tiered Technology organization spanning entire program—from business requirements through implementation and support. Managed Auto-Finance IT, then transferred to run horizontal LOB support for auto, mortgages, un-secured loans, and credit card, domestically and internationally. Managed $42M budget, 250+ associates.

* Created new paradigm, aligning IT, Business, and Partners towards execution and cost-effectiveness.
* Improved productivity in project delivery time, quality, and overtime reduction.
* Turned around IT-Biz-PMO project execution by setting up/running BIO while helping set up the PMO.
* Came to Capital One as part of acquisition of PeopleFirst.com, a Start-up; facilitated 3 M&As

***PREVIOUS POSITION HELD:***

**Hewlett-Packard/Start-up**, Austin, TX DIRECTOR, SOFTWARE DEVELOPMENT 1993 – 2000

**Citicorp**, Asia-Pac (India) & EMEA (Italy & Lux) product manager 1987 – 1992

*EDUCATION:*

MBA, Marketing and Finance, University of Notre Dame  
MS, Physics, Cochin University of Science and Technology