Beni Shankar De, PMP, CSM, SAFe, A-CSM, PMI-ACP, ICP-ACC

Mississauga, ON (c) 647.784.3828 (e) benishankarde@gmail.com (In) www.linkedin.com/in/benishankarde

PROFILE

As a highly capable and self-starting certified professional with close to 2 decades of experience, I bring the following to the table, while demonstrating initiative and a solid work ethic in Portfolio and Account Management.

- Proactive and innovative leader, motivating the team and colleagues to drive and embed a transformational agenda.
- Team player with the ability to influence and achieve results through effective negotiation, problem-solving
- Agile coach with experience in delivering corporate training and workshops for SCRUM and SAFe methodologies.
- Build a solid trusting relationship within the team and with external stakeholders and partners to create mutually beneficial solutions that improve outcomes for end customers
- Bring an innovative, digital mindset to work, enabling the opportunity to incorporate technology and practice to support planning, system design thinking, and decision making
- Bring project management, leadership, and strategic influence to strengthen the capacity within the team and empowers the team of professionals to grow and develop to their full potential, fostering a culture of diversity, inclusion, equity, and excellence

HIGHLIGHTS

Summary	Responsible for a roadmap of $3M in a year to standardize data access across Risk & Finance systems Grown business from $0 to $4M in a year time in PEGA landscape Responsible for delivery of a $3M multi-year Global Reporting Standards program Owned and successfully delivered a $3M PEGA level 2 currency upgrade for six applications. Accountable for saving $10M over 5 years by successfully delivering an online sales & onboarding program. Demonstrated ability to thrive in ambiguity, understand business context quickly, and connect the dots. Responsible for budgeting, project financial modeling, and ROI.
Training	Project Management Professional Certificate (PMP) (current) Certified Scrum Master (CSM) (current) Certified SAFe Agilist (current) Certified Advance Scrum Master (A-CSM) (current) Agile Certified Practitioner (PMI – ACP) (current) ICAgile Certified Professional - Agile Coaching (ICP-ACC) Certificate (current) PEGA Lead System Architect Certificate, part 1 (2013) PEGA Certified Direct Capture Objectives Architect (2011) PEGA Certified Senior System Architect (2011)
Education	Bachelor's degree in Electronics and Telecommunication, Visvesvaraya Technological University (2004).
Technical Skills	**Project Management Tools:** Microsoft Project, JIRA, Confluence, Planview, Clarity, HP Application Lifecycle Management, SharePoint. **BPM/BRE Tools:** PEGA 4.x, 5.x, 6.x, 7.x, 8.x, CPM, SD Framework. **Scripting Languages:** Java, JavaScript, HTML, XML, YAML. **Database:** SQL Server, Oracle, DB2. **Robotics:** Blue Prism, PEGA RPA. **Technologies:** PEGA, SCALA, HADOOP, SQL, Oracle, DB2, Java, JavaScript, XML, HTML.
Accolades	Recipient of Fastest Account growth (2021) | Doing the right thing right away (2017) | Recipient of Above and Beyond Award (2012) | Best PEGA Project (2011)
Keywords	Strategic | Collaborator | Analyses | Issues-resolution | Communicator | Budgets | Resources | Project Management | Milestones | Priorities

RESULTS

PROGRAM MANAGER   April 2022 – Present
ROYAL BANK OF CANADA (RBC)

- End to End Program Management i.e., full life cycle project management experience (from inception business case to project deployment & closure) for enhanced, strategic, and consistent data infrastructure for Risk and Finance systems in a common compute layer.
- Knowledge and experience in delivering projects leveraging Agile methodology
- Conducted several agile training workshops with RBC's agile COE for agile adoption at the enterprise level
- Engage executive sponsors to drive out business cases to support project execution and manage a project team consisting of Business Analysts, Business SMEs, and Technology Resources
- Establish effective project oversight and other governance bodies, and engage the correct levels to support the direction of the project
- Provide ongoing communication to key stakeholders, including the Project Sponsor, Business Project Owner, Program Manager, and Portfolio Manager to ensure they are aware of significant changes to the project status promptly
- Executes project management deliverables within budget and as per the approved project plan, working with business partners to develop the content of those deliverables
- Develops, monitors, and tracks project plans throughout the project lifecycle by monitoring project health continuously and engaging management as required if project health changes.
- Deliver and own project outcomes that are aligned with established cost, timing, deliverable, and scope objectives
- Generate cost estimates and provides general financial management, incorporating risk, by leveraging appropriate tools, templates,
- Proactively identify and track project risk, and project issues and develop mitigation plans to manage risk and issues per the organization's laid framework of project governance and processes
- Owns the accurate reporting of status, risks, and project financials in the bank's enterprise reporting system
- Accurately forecast and manage assigned budget to provide monthly financial reporting for projects in alignment with Finance standards and identify any discrepancies.
- Provides project reporting, including technology spending, and ad-hoc analysis, and presents issues requiring attention by senior management. Escalates issues, as required
- Manages resource and capacity management process for assigned projects for all project resources, external contractors/consultants, and coordination of competing priorities
- Support vendor management and strategic sourcing process, managing RFP activities and partnering with vendor(s) to ensure efficient and effective project delivery

PROGRAM MANAGER
BANK OF NOVA SCOTIA (SCOTIABANK)/COGNIZANT TECHNOLOGY SOLUTIONS, TORONTO   **January 2021 – March 2022**

- Stellar growth in business from $0 to $4M in a year in the PEGA landscape
- Successfully delivered PEGA upgrade for 2 large critical applications into Azure Cloud with data migration
- Engaged with enhancements and compliance deliverables with a client satisfaction rating of 10/10 in the first year of engagement
- Mentoring and coaching team members for PEGA applications

- Multiple large multi-vendor programs delivered with growing the team from 0 to 50 strong hand-picked PEGA associates across the globe.
- Defined PEGA Upgrade Program Blue Book with step-by-step program plan to be accomplished for Wave-based upgrade program for multiple applications across the LOBs of the bank
- Business consultation for defining the right solutions for the right fit using various PEGA frameworks like Smart Investigate, Smart Dispute, and Collection's framework.
- Hands-on experience in KANBAN and SCRUM methodologies in Jira. And use Confluence for regular project documentation.
- Worked in DevOps implementation using various tools like Jenkins, Urban Code deployment manager, and PEGA code deployment manager.
- Lead new solutions like KYC and Upgrade Assessment Tool for faster deployment for growing business demand of quick to market
- Owned end-to-end Resource Demand management by maintaining Open Demand with all open requirements, pipeline requirements, and forecasting to screen process till fulfillment.
- Good understanding of Total Cost Ownership (TCO) on regular basis and tracking the status, risks, benefits, improvements opportunities, and aligning with TCO refresh.

PROGRAM MANAGER   **March 2015 – December 2020**

ROYAL BANK OF CANADA (RBC)/COGNIZANT TECHNOLOGY SOLUTIONS, TORONTO

- Delivered a $ 3M multi-year global reporting standards program, which included daily, monthly, quarterly, and yearly reporting from a data lake across trade and position data to support stakeholders.
- Accountable for the data lake deliveries of $ 3M multi-year Murex product migration and reporting project relating to derivatives and fungible trade product migration. Replaced existing implementation, supported views, and revised Tableau reporting.
- Owned and successfully delivered a $ 3M PEGA level 2 currency upgrade for six applications with accessibility support for English and French.
- Managed multiple, large-scale identity and access solutions comprised of multiple technologies to meet the requirements of major business applications and fulfill service levels and key performance indicators (KPIs)
- Lead and managed multiple, large-scale, and complex multi-year projects to modernize, rationalize, and transformed the enterprise identity and access management services
- Lead the development and implementation of program strategic frameworks and initiatives to improve program effectiveness
- Lead the identification, analysis, and management of program issues. Provided direction, expertise, and interpretation of the application requirements and compliance regulations.
- Experienced in delivering programs, including performance measurement and continuous improvement, managing projects, and achieving on-time results.
- Experienced with strategic planning and operational management, including financial planning, budgeting, and managing workload and human resources in a high-volume environment.
- Knowledge of business and operations modeling and problem-solving approaches to provide technical and general business expertise to direct staff in the resolution of development and operations challenges and problems.
- Possess an understanding of and experience in addressing the complex security and privacy requirements associated with the development and sustainment of large-scale business application

DELIVERY MANAGER   **April 2014 – March 2015**

TORONTO DOMINION BANK/COGNIZANT TECHNOLOGY SOLUTIONS, TORONTO

Performed similar duties as above, with additional duties below.

- Accountable for saving $10M over 5 years through delivering an online sales and onboarding program, encompassing the transformation of nine legacy retail and investment banking products to a new real-time application platform.

- Managed delivery of TOSCA blueprint PEGA7 setup, accelerating LOB projects and reducing overall time and cost to build and operate PEGA solutions in the bank.
- Presented proposal to client senior leadership team and created project plan, tracking, budgeting, financial modeling, and cost-benefit analysis.
- Lead teams of developers in the delivery of high-quality software solutions that meet business needs
- Conducted JAD sessions with stakeholders and project team, weekly status meetings, and stakeholder reporting, and managed change for PEGA and blueprint implementations.
- Managed supply chain for downstream systems, critical changes in project scope, and timelines and costs.
- Strong negotiating and influencing skills and managing strong relationships with internal and external stakeholders and executives
- Demonstrated experience in building, inspiring, and managing high-performing teams of Business and IT professionals in a fast-paced business environment with multiple and sometimes conflicting priorities, policies, and resource constraints, including conflict resolution and prioritization skills
- Experienced and knowledge of financial management, procurement, contract management, and asset management to prepare budgets, manage expenditures within allocated budget, define requirements for resources, goods, and services, and ensure value for money

DELIVERY MANAGER   April 2013 – April 2014

ROYAL BANK OF CANADA/COGNIZANT TECHNOLOGY SOLUTIONS, TORONTO
Performed similar duties as above, with additional duties below.

- Delivered on loan recovery for personal banking program that encompassed replacing exiting MS Outlook application with PEGA implementation in English and French into an automated workflow with enhanced risk analysis.

DELIVERY MANAGER   September 2009 – April 2013

AMERICAN EXPRESS/COGNIZANT TECHNOLOGY SOLUTIONS, HYDERABAD
Performed similar duties as above, with additional duties below.

- Responsible for institutional credit risk and re-underwriting system project, including delivery of robust risk case management for B2B and B2C customer rating and underwriting by interfacing with public rating agencies for corporate and commercial CC.
- Lead business and technical analyst teams to gather and document development and implementation roadmaps requirements.
- Manage change for PEGA implementations in AMEX.
- Involved in onsite-offshore coordination of resources and planning.

TECH LEAD SUNCORP GROUP/MAHINDRA SATYAM, BRISBANE, AUSTRALIA   **2008 – 2009**

TECH LEAD HONG KONG SHANGHAI BANKING CORPORATION (HSBC), EUROPE/INDIA   **2006 – 2008**

DEVELOPER OTX RESEARCH/COGNIZANT TECHNOLOGY SOLUTIONS, INDIA   **2004 – 2006**

REFERENCES WILL VALIDATE WORK ETHIC AND RESULTS