

# SHANTY SINGH

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*Conducting Comprehensive Project Management and Business Analysis, Integral to Optimizing Organizational Productivity, Efficiency and Performance.*

## LEADING CONSULTANT / SR. PROJECT MANAGER

### PROFESSIONAL PROFILE

PM with a comprehensive background in the Financial Services industry and over 23 years of experience. Spoke six languages by age 11. Top coordinator, leader and analyst. Utility player with the ability to juggle several projects and roles simultaneously while working under pressure in fast-paced environments. Excels at interacting with broad audiences from operational staff to CxO's. Highly versatile; quickly masters new roles, responsibilities, technologies and environments. Reputation for integrity, problem solving abilities, work ethic and analytical skills. Has the rare attribute of having knowledge of both business and IT.

### CORE COMPETENCIES

Project Management • Business Analysis • Self Learner • Problem Solving • Strategic Planning • Process Improvement • Business Process Management • Complex (Data) Analysis • IT Proficiencies • Digital Assets • Blockchain

### PROFESSIONAL EXPERIENCE

Self Employed (LLC) - Austin, TX (10/20–Present)

#### Equity & Derivative Analyst – Real Estate, Equities, and Digital Assets

- Training and development: Followed mentorship program for real estate investments. Completed 200+ hours of research and training on Real Estate, Equities (common shares & options) investing, and Cryptocurrencies
- Research financial periodicals, stock and bond reports, business publications, or other material to identify potential investments and keep abreast of trends affecting market conditions.
- Used both quantitative and qualitative research to execute thousands of transactions for steady income under the LLC.

Bank of the West (BNP Paribas) - San Francisco, CA (11/18–09/20)

#### Principal Project Manager, VP

- Lead Strategic Consultant and Analyst to create a Enterprise Portfolio Delivery Services (aka EPMO, 130+FTE). This successful reorg and centralization of PMO resources has resulted in over \$7mn in savings over two years.
- Program Manager for two major regulatory (Reg W) and compliance operational readiness programs across the BotW's multiple legal entities (IHC, CIB, BNP Paribas). Reported to EVP and presented to CFO.
- (Technical) Project Manager for multiple BAU projects/programs (\$1mn+) for process and/or system enhancements.

Capgemini Financial Services - USA, Canada and Netherlands (01/08–11/18)

#### Managing Consultant – Payments, Credit Cards, Core Banking, and Diversified Lending

- PM/Implementation Manager in software integrations, enhancement and BAU projects of different sizes (up to \$150mn) for over twelve financial institutions in six countries.
- Team Lead, managing up to 45 resources on a multimillion-dollar Core Banking integration project with execution of 9000+ test cases and over 40 interfaces.
- Lead BA/BSA on a \$150mn Leasing Software integration; producing process maps, functional/system documentation and training materials, using BPMN. As BAT/UAT Lead, wrote a testing methodology that was adopted program wide.
- BPM Facilitator/Trainer; trained hundreds of new hires in BPM for seven years with a 4.96/5 average facilitator rating.
- Actively pursue and support engagement sales activities, reaching up \$2+ million in a single year.
- Received monthly Recognition Award twice within the Core Banking practice (300+ FTE) in '16 and '17.
- People Manager and Career Counselor for consultants up to manager level. Established multiple promotions for consultants and top 6% (companywide) individual review ratings each year.
- BA/BSA in multiple engagements, responsible for gathering requirements, leading workshops, documenting business processes/requirements, and data analysis.

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## PROFESSIONAL EXPERIENCE - *Continued*

MaxCredible (SaaS start-up) - Amsterdam, Netherlands (08/02–12/07)

### Manager IT Services / Partner Manager

- Managed over 70 partners by monitoring performance and (re-)negotiate contracts/services, increasing customer satisfaction, operational efficiency and cost reduction.
- Business Lead for outsourcing all Functional/System Administration, Operational Fulfillment, and the Service-/Helpdesk to different partners as the company moved to a SaaS business model.
- Implementation Manager for over thirty successful software implementations and configurations.
- Managed technical and functional projects internally and for clients (ITIL v3), and 6FTE
- Responsible for all fulfillment - over a million pieces of correspondence per year. Quadrupled operational capacity by proposing and implementing continuous business process improvements and redesigns.
- Designed and created the ServiceDesk (second line) and Helpdesk (first line), for the improvement of the Incident and Problem management increasing customer satisfaction (ITIL v3).
- Change Manager for all releases allowing better coordination with clients and internal department.
- Supported setting up a joint venture with a large Credit Managing party in the UK. Trained personnel and clients onsite.

## SELECTED CONSULTING CLIENTS

International Banks (Top 5 and lower)	Major Credit Union	Direct Bank
Capital Corporations	Leasing/Equipment Finance Companies	SaaS company
Diversified Lenders	Investor Services Company	Government Healthcare

## EDUCATION

High School Diploma; General Education (1994-1998) – Da Vinci College, Purmerend, Netherlands

Associate Degree; Assistant Accountant (1998-2002) – Regio College Zaanstreek-Waterland, Zaandam, Netherlands

Bachelor of IT; Software Development (2004-2005) – Amsterdam University of Applied Sciences, Amsterdam, Netherlands

## PROFESSIONAL DEVELOPMENT, TRAINING, OTHER SKILLS, AND REWARDS

### Training

- Structured Expert Method Business Analysis (SEMBA), CA PPM (Clarity), Jira, Salesforce, Agile Scrum, BPM Notation, PMP, Prince2, Rational Unified Process, VBA for Excel, SQL, ITIL v3, and Business Class Payments

### Technical skills

- MS Products (Office, Access, Visio, Project, and SharePoint), Clarity, iGrafx, HPQC 10, Jira, Clarizen, OLFM, TSYS TS2, and Temenos T24.

### Languages and proficiency

- Dutch (Fluent), English (Fluent), German (Limited), French (Elementary), Hindi (Conversational), and Punjabi (Conversational).

### Recognition Awards

- Capgemini Employee Honor and Recognition Award - December 2016
- Capgemini Employee Honor and Recognition Award - December 2017