Neetu Roy Chanamthabam

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PROFILE

Senior IT Project Manager and Lead with 14 years delivering banking/FinServ transformations. Expertise in Agile, DevOps, and hybrid Waterfall delivery across multiple streams with 50+ stakeholders. AI-enabled using ChatGPT and Gemini to accelerate planning, risk management, and decision-making. International exposure (India, US) with strong budgeting, scheduling, and governance. Target roles: Project Manager, Delivery Lead, IT Program Manager in Banking/FinServ. **MSc in Project Management (2025–2026) in progress at UCD Smurfit Business School.**

CAREER EXPERIENCE

Barclays Global Service Center, Pune, India Assistant Vice President – Project Manager / Delivery Lead | Jun 2024 – Aug 2025

- Asia UBS Upgrade Program: UBS 12.x to 14.x upgrade; zero customer impact; on-time cutover with risk-based go/no-go decisions.
- Scope, governance & cost savings: defined program scope and delivery strategy; targeted cost savings via automation and streamlined processes.
- Delivery efficiency: managed ETL workloads and cross-stream communications; allocated resources to hit milestone targets within budget.
- AI-driven delivery: leveraged AI for risk assessment and test optimisation; reduced rework and testing cycles.
- Stakeholder integration: coordinated 20–30 downstream integrations and data flows across multiple teams.

Persistent Systems Ltd., Pune, India Technical Project Manager / Scrum Master | Mar 2024 – Jun 2024

- Zebra Technologies modernization: modular architecture (Angular, Flutter); DevOps pipelines to accelerate releases.
- Stakeholder engagement: led client workshops, SOW planning; weekly progress dashboards for milestones.
- Release & continuous improvement: orchestrated releases, removed impediments, and drove process improvements.

HSBC Technology India Ltd., Pune & New York Consultant Specialist (Delivery Lead / Scrum Master) | Jul 2011 – Mar 2024

- SSDML Integration (2020–2024): automated data transfers to 200+ downstream systems; reduced manual effort and data latency; cost savings realized via automation.
- Global Platform Replacement (2017–2020): eliminated dual-entry and EUC inefficiencies; improved governance and data quality; cost reduction realized.
- Reuters TOF Demise (2019–2020): Java adapter development; reduced third-party costs.
- NORKOM Reconciliation (2016–2017): requirements gathering, data profiling, offshore coordination; onsite delivery in New York.
- Early career: Greenfield Legacy Platform; Raleigh Wealth Project; Core Banking – Insurance Mainframe (2011–2016).
- Growth: progressed from developer to team lead; mentored 50+ professionals; delivered on time with quality.

CORE COMPETENCIES

- **Program & Portfolio Management:** PMO setup, scoping, planning, governance, budgeting
- **Program Leadership:** SLO definition, reliability frameworks, Agile/SAFe delivery, Scrum, Kanban, Waterfall hybrids, release management, governance and stakeholder alignment, Influencing without authority, stakeholder engagement, cross-functional team facilitation
- **Incident Management:** Escalation handling, root cause analysis, postmortem reviews, command during high-severity incidents
- **Operational Excellence:** Monitoring and observability setup, automation of reliability workflows, continuous improvement culture

- **Technical Program Management:** Cloud infrastructure, ITSM, distributed systems lifecycle management, production readiness programs
- **Banking Domain:** FX, Derivatives, FIX Protocols, Investment Banking, Portfolio Management
- **Transformation & Automation:** Data migration, system modernization, automation for cost savings and faster delivery
- **Tools & Platforms:** Jira, Confluence, ServiceNow, Smart sheet, Git, Jenkins, Ansible, Control-M, AI-driven planning (ChatGPT, Gemini)
- **Stakeholder & Vendor Management:** Global cross-functional teams, offshore/onshore coordination
- **Reporting:** Executive dashboards, KPI tracking, milestone management
- **Delivery Governance:** KPI tracking, dependency management, risk mitigation, release coordination

AWARDS & ACHIEVEMENTS

- Creative and Entrepreneurial Careers Committee - Global Leadership Program ,UCD Michael Smurfit Graduate Business School
- Project Management Institute (PMI Ireland) Student Club Member
- GTT Certificate of Recognition Award – Sep 2024, Barclays
- Pat on the Back Award – 2019, HSBC
- Star Performer Award – 2016, HSBC
- Long Service Award – 2016, HSBC
- First Time Right Award – 2014, HSBC
- Team Award – 2014, Raleigh Wealth Project

CERTIFICATIONS

- Professional Scrum Master (PSM I) – 2021
- Certified Java Proficient – HSBC, 2016
- Certified Java Learner – HSBC, 2012
- LOMA 280 – Insurance Certification – 2012

ADDITIONAL TECHNICAL SKILLS

- **IT Skills:** Java, Spring, Python, Avaloq, PL/SQL, Shell Scripting , Advanced Microsoft Office (Excel, Word, PowerPoint) , BMC Control M job scheduling tool, IntelliJ, YML.
- **Languages:** English, Hindi, Manipuri.

EDUCATION

- Master of Science in Project Management (in progress), UCD Smurfit Business School, Dublin, Ireland (2025–2026)
- B.E. Computer Science, G.H. Raisoni College of Engineering, Nagpur University, India (2011)
- AISSCE (XII) – CBSE Manipur, India (2006)
- HSLC (X) – Manipur State Board, India (2004)

INTERESTS

- Family time, music, travel, fitness, volunteering