

DEVESH SONPURE

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📍 Tampa, Florida

SUMMARY

Product management professional with focus on delivering results through innovative solutions. Proven ability to lead cross-functional teams and drive product development from concept to launch. Known for strong collaboration skills and adaptability in dynamic environments, with expertise in agile methodologies and stakeholder management. Successfully led teams to deliver projects on time and within budget, improving operational efficiency and customer satisfaction. Strong analytical skills and an excellent communicator, capable of aligning cross-functional teams across multiple lines of business, time zones, and geographies, engaging both technical and non-technical audiences.

HIGHLIGHTS

- Over **19 years of experience** in the IT industry, including **6 years in product management** and **over 5 years in project/program management** roles.
- Led end-to-end implementation of **enterprise risk management products** for Citi Bank, focusing on organization-wide limit and threshold breach tracking and resolution.
- Delivered high-impact products supporting **critical consent order initiatives**, including tools for managing enterprise risk, internal governance and control, event escalation workflows, and breach resolution policies—ensuring 100% compliance with regulatory mandates.
- Defined and managed product roadmaps, prioritized feature backlogs, and **collaborated with cross-functional teams** (engineering, data, risk, security, UX) to deliver high-quality, scalable solutions in Agile/Scrum environments.
- Proven ability to influence and **coordinate cross-functional teams** across geographies, driving the successful delivery of complex, multi-year programs.
- Oversaw successful implementation of **Retail Basel re-engineering** program, which was one of the key initiatives for the bank to **streamline the Basel reporting process** for retail credit line products like **Mortgages, Cards and Loans**.
- Designed **E2E agile program management framework driven via JIRA** for single view and collaborative delivery.
- Helped manage a complex multi-country/region RPA implementation (**10+ countries, ~40+ target FTE saves**)
- Spearheaded a **100+ FTE global engagement**, setting up delivery operations from the ground up—driving program governance, stakeholder alignment, delivery planning, and financial tracking (budget, billing, cost control, P&L etc.).

SKILLS

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|----------------------------------|-------------------------------|--------------------------|
| ✓ Product Management | ✓ Product Backlog Management | ✓ Product Roadmap |
| ✓ Program/Project Management | ✓ Agile and Scrum methodology | ✓ Stakeholder management |
| ✓ Cross-functional collaboration | ✓ Data analysis | ✓ Business Analysis |
| ✓ MS Excel/Macro | ✓ Power BI | ✓ Oracle SQL/Hive |

EDUCATION

Master of Business Administration, Indian Institute of Management, Indore
Full time residential Executive MBA (EPGP) – Business Strategy and Data Analytics

May 2015 – Mar 2016
Indore, India

Advanced Program in Business Analytics, McCombs School of Business
International Immersion Program – McCombs School of Business, University of Texas

Sep 2015 – Oct 2015
Austin, TX, USA

Bachelors of Engineering, Samrat Ashok Technological Institute, Vidisha
Full time graduation program in Electronics and Instrumentation engineering

May 2002 – Jul 2006
Vidisha, India

WORK EXPERIENCE

Technical Product Manager, Global Escalation Platform & Breach Management, CITI Bank

Employer: Virtusa

Aug 2022 - Present

Tampa, USA

- Managed high-visibility, complex projects for developing new enterprise risk management products to help the client (CITIBANK) implement urgent consent order changes to the governance and control policies.
- Developed product roadmaps, strategies and timelines for new products.
- Closely coordinated with cross functional teams like client teams, technology teams, policy teams, risk teams, and other stakeholders to oversee end-to-end delivery of the product from conceptualization to product launch.
- Secured 95% on-time delivery by effectively managing the product backlog and conducting efficient sprint planning.
- Captured detailed business requirements and specifications for the product.
- Translated high-level features and epics into user stories to enable development teams to understand the scope and prepare for the iterative delivery.
- Worked on non-functional requirements for the product, such as UI/UX design, load testing, scalability, data security, etc.
- Successfully went live with global escalation platform and breach workflow management system, leading to 99% adherence to incident and breach management SLAs.
- Conducted user acceptance testing and gathered customer feedback to facilitate smooth product adoption by end users.

Manager-Business Analysis, Retail Basel Implementation, CITI Bank

Employer: Virtusa

Apr 2019 – July 2022

Pune, India

- Managed end to end implementation of Retail Basel re-engineering program, helping the bank to streamline the Basel reporting process for retail credit line products like Mortgages, Cards and Loans.
- Articulated a data roadmap and strategy for streamlining data workflow, data governance, and controls, reducing data discrepancies by 40%.
- Project demanded deep analysis of large data sets to ensure correct implementation of the business rule in the data model.
- Automated large data set report generation using Macros, and Python for attribute calculations, and reporting purposes, reducing the overall project delivery time by 30%.
- Coordinated with multiple cross-functional teams, ensuring overall data quality at the time of data acquisition, data profiling, and ingestion activities.
- Conducted meetings with stakeholders, and drove the discussion to address project issues, update status, and capture stakeholder feedback.
- Performed data analysis using SQL and Hadoop-Hive queries on multiple databases.
- Analysis of output from the data models using a clustering algorithm to group account-level data into risk pools and the calculation of various risk attributions, like RWA, PD, LGD, CCF, etc.

Project/Program Manager, TTSS & MSST RPA Transformation, CITI Bank

Employer: Virtusa

Apr 2017 – Mar 2019

Pune, India

- Oversaw customer engagement and delivery of RPA services including development, QA, and L3 support.
- Developed a framework for JIRA tool-driven E2E program management.
- Designed intriguing dashboards in Jira for enhanced program visibility, and improved the team's productivity by 20%.
- Helped optimize the Automation Anywhere RPA factory model (throughput scenario modelling, capacity planning, and fine-tuning the delivery model).
- Managed a multi-geography team catering to RPA services for multiple regions for the client.
- Managed development and QA teams working on RPA automation of 10+ use cases.

- Led the L3 support team that supports 40+ bots already live in production.
 - Drove a 'Shift-Left' campaign to reduce the cost of quality and streamline processes, which resulted in a reduction of defect leakages to UAT by 40% (zero defects achieved in some cases).
 - Championed the initiative for digital transformation and agile/iterative adoption.
 - Responsible for managing the project financials: budget allocation, cost control, work effort management, etc.
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Product Manager, Digital E-commerce Product Development, Vodafone

Employer: Virtusa

Apr 2016 – Mar 2017

Hyderabad, India

- Developed a new-age digital e-commerce portal for the client's commercial business, projected to help client increase its revenue by 35%.
 - Product design included features like responsive design, omni-channel implementation, for a seamless customer experience.
 - Spearheaded the planning and execution of sprints, resulting in a 20% improvement in output efficiency.
 - Revamped product backlog management, leading to a 30% increase in project completion speed.
 - Adopted to agile way of product development, resulting in a 25% uplift in the predictability of the project velocity.
 - Improved project transparency by maintaining and updating physical and digital Agile tools, including Jira, Kanban boards, and Confluence.
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Assistant Project Manager, Multiple application development, CSX Transportation

Employer: NTT DATA

Jan 2011 – Apr 2015

Hyderabad, India

- Worked as project manager leading a team of 30 members, supporting BA and QA activities for multiple applications.
 - Facilitated comprehensive requirement analysis and elicitation sessions with business teams.
 - Coordinated with QA teams to create detailed test cases, resulting in a 99% pass rate during initial User Acceptance Testing.
 - Contributed to creating automation frameworks and test accelerator tools, lowering the test automation effort by 35%.
 - Introduced automated data upload in production using UFT, achieving significant efficiency gains and cost savings of up to 60%.
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Business Analyst, Quality Analyst, YourBWA, Odfjell Portlog, Blue Water Alliance

Employer: ShipNet software solutions

Mar 2009 – Jan 2011

Chennai, India

- Development of new products in the shipping domain, catering to customers' logistic operations and commercial needs.
 - As a business analyst, I coordinated closely with end-user customers for requirement gathering.
 - Coordinated with the development team for BA, and QA efforts.
 - Worked on test automation using UFT, and created automated regression suites.
 - Achieved 'Sizzling Star' recognition for my contributions to the project.
 - Participated in the CMMI appraisal as part of the SEPG group, and contributed to defining the PPQA process for the organization.
 - Development of new products in Shipping domain catering to customers logistic operations and commercial needs
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Software Engineer, Corporate Staff, Bank of America

Employer: Accenture

Oct 2006 – Feb 2009

Chennai, India

- Collaborated on understanding business requirements, manual testing, and automation testing.
- Delivered presentations, and prepared automation plans and estimates for client stakeholders.
- Collaborated on understanding business requirements, manual testing, and automation testing.

TRAININGS AND CERTIFICATIONS

- Generative AI for Beginners - Udemy
- Microsoft Power BI Desktop for Business Intelligence - Udemy
- Certified Scrum Master (CSM®), Agile Scrum Alliance
- Automation anywhere Advanced RPA professional, Automation Anywhere
- A developer's guide to Internet of Things, Coursera (IBM)
- People Management Essentials, NTT DATA