

# Jessica Claire

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## PROFESSIONAL SUMMARY

- Versatile core banking technology professional with 11+ years of IT, Program Management, Project Management, application development, SAP implementation, core banking applications, financial Business understanding, banking operation responsibilities. Full life cycle development experience focused on enhancing project development, building stronger client relationships, POC, Risk management, ROI and increasing company revenues. Detailed analysis of complex problems and achieving long-term effective banking solutions. Successful track record of Global IT Project Management, Project team building, Cross-Functional Teams interactions, Management Collaboration, Release Management, Process Improvement, Quality Assurance, Vendor Management, Conflict Resolution, Application/Product Development, Business Analysis Skills and Customer Relations.

Multiple project full life cycle of implementation of new Citi banking sites for fixed income, investment banking, cash management, cards, retail, lockbox, private banking, capital market traders and cloud data centers.

Three project full life cycles of joint venture implementation for banking infrastructure, business transition and migration. The Smith Barney Capital Market joint venture with JP Morgan Chase, HSBC cards services and First Data/Remitco cash management.

As a program manager managed several SAP upgrade projects for core banking needs to bring out highest point of ROI. Managed horizontal projects overview for multiple SAP and other applications upgrade projects for diverse banking platform. Excellent in relationship management, manage stressful projects, On-time delivery, analysis on ROI, understanding clients banking technology program requirement and self-motivated/starter.

I have received several awards for project performances, on-time delivery, relationship management, project saver and disaster recovery site tests.

## SKILLS

- Java/C/C++
- Database design
- Excellent problem-solving abilities
- Data privacy applications
- Network maintenance
- System backups
- Technical specifications creation
- Network upgrades
- Remote access technology
- Excellent communication skills
- QA tools
- Business analysis
- Enterprise technologies
- Excellent diagnostic skills
- MS Office & MS Project
- MS Visio
- HP Quality Center
- ServiceNow 2.0
- IBM Tivoli
- Release & Change management
- Cisco IOS
- DHCP, TCP/IP & domain
- Windows servers OS
- Check point security
- McAfee systems
- SAP SPRO configs
- Bloomberg application
- Fact-set application
- NCR terminal software
- Program/Project Management
- Banking Governance Risk & Compliance
- SAP System Implementation
- SAP Security & Authorization
- SAP GRC 10.0 (ARA, ARM, BRM, EAM, SOD and BRF+)
- Team Training & Mentoring
- Global SAP / ERP Solutions
- SAP ECC, BI, PI, GRC & Financial solutions
- Quality Assurance Standards
- Project complete Life cycle Executive Management communication and reports
- Core Banking Regulatory Compliance & auditing
- Citi Transaction Services Operation Work Flow
- Citi Capital Market IT Solutions and implementation
- Strategy Planning Controlling Monitoring & Execution
- Business Analysis
- Microsoft Project/Office
- PM Tools/Testing Tools
- Core banking joint venture projects and integration.
- Project timeline in Planview interface
- Citi cards site implementation
- Team leadership skills

## WORK HISTORY

### SAP ERP PROGRAM MANAGER

10/2013 to CURRENT

#### Lam Research | Austin, TX

- Managing Client relationships and SAP consulting service expectations.
- Managing project stakeholders and project sponsors requirement, project billing, finances and deliveries. Communicate with executive level management for project status.
- Managed program in MS projects and distribution of hours, scheduled delivers and other program manager tasks.
- Implement SAP ECC, FI, CO, PI, XI, CRM, HCM, HANA and GRC 10 solution.
- Managing multiple upgrade projects for SAP ERP systems.
- Managing SAP Security, GRC, BRF and technical teams.
- Provide guidance to new employees and train users on PM tools.
- Implement SAP modules global Workflow as per clients business requirement.
- Work with sales team to demonstration of SAP products functionality, solution and presentation to new clients.
- Create Statement of work, project budgets, billing, PM best practices and Auditing.
- Manage multiple clients portfolio and multiple SAP project at a time.
- Manage consultant staff performance as per clients expectation.
- Working with SAP software Sr sales teams and provide a demonstration on SAP products, presentations, functionality for new clients.

### PROGRAM/PROJECT MANAGER

03/2008 to 08/2013

#### Exelon | Millsboro, DE

- Communicated effectively to manage Stakeholder expectations on multiple projects. (professional CRM awarded)
- Supported project negotiation by providing SME expertise, negotiated for appropriately skilled human resources for project.
- Lead and mentored cross functional teams (20+) for a multi-site IT Program.
- Established compatibility with third party software products by developing program for modification and integration.
- Managed Development and implemented core banking complex Internet and Intranet applications on multiple platforms.
- Primary contact for external clients providing the role of trusted advisor for ERP technology, consultant and market industry expert for core banking services.
- Supervised the programs of 28 team members, offering constructive feedback on their work performance for multiple projects.
- Drive the development of banking Client's thought leadership on strategic industry and business issues. This includes creating and validating Client's proof of concept (POC) in the market, as well as incorporating the POC into new/revised offerings and client engagements.
- Managed banking technology infrastructure design meetings and decisions across internal departments.
- Plan and execute the entire engagement with responsibility for multiple project management, client relations, billing, staffing and team leadership.
- Work with practice leaders to ensure that project managers are communicating with clients on Project Scope, Timelines and Budgets, including Integration, Change Management, Teams, Cost, and Risk Management and managed PM on internal banking clients.
- Development and implementing staffing plans and performance measurement systems for a production based operation from internal project system (Planview).
- Lead in implementing/applying banking standard processes for change management, risk management, issue management, quality assurance and project communications. (Lessons learned from past projects)
- Minimized time required for project by effective Scope & Time Management.
- Managed at a time multiple project scope and change through Knowledge Transfer.
- Reduced risk of failure through Project Risk Management
- Minimized and Monitored issues using Project Controlling
- Program manager of SAP ERP workflow process. BRF workflow for core banking clients, design and implemented for GTS, cards, finance DPT and lockbox.
- Program leader for disaster recovery sites implementation and Go-live for critical banking clients: capital market, lockbox, Lava Traders, futures market, fixedincome and operations. (On-time delivery project award)
- Member of banking technology Governance Council program. My team develop new standards for the organization to support Development and Business Teams responsible for delivering software applications to customers globally as per governance council.
- Managed Bank analyzer ERP system implementation project and supported go-live by my team.
- Program manager for Midwest team of joint venture project for JP Morgan behalf of Citi to migrate to JPM capital market ERP platform. (creativity and project saver awarded by both side)
- Program manager of joint venture for Citi cash management portfolio and First Data Remitco (FDR). Accounts migration from Citi ERP system to FDR ERP system. Retire Citi infrastructure from FDR site without compromising production. (awarded 5 Star employee).
- Managed multiple application upgrade projects for financial services: J&B soft, Micr capture, transit system, servers OS 2012 and other small scale tools.

### BANKING TECHNICAL PROJECT MANAGER

10/2006 to 02/2008

#### II-VI Incorporated | Dallas, TX

- Managed banking business leaders/sponsors expectations and understand business requirement and deliver SAP project.
- Managed core banking clients SAP implementation projects for Fixed income, Trading, investment banking, Private banking, consumer banking, Citi transaction services, Cash management lockbox and Citi private/consumers credit card business.
- Developed and implemented training programs that provide guidance and direction for the execution of system validation processes, tools and techniques to IT Projects - technical, business, and quality groups from a global perspective.
- Establishing the IT Project Groups as a Global Center of Excellence for Banking Client in the areas of system development, validation, data integrity, and system reliability.
- Critical Banking financial Electronic Data, Systems, and Services Quality, Compliance Master Plan & communicate the plan with IT, Legal, and client organizations that serve as system owners/users or sponsors external data systems or services. (protect Citi from government audit fines)
- Develop and implement Project Management strategies, processes, tools and techniques to identify areas for improvement within the electronic data, systems, and services environment. Implemented action plans for improvements on ROI. Work with IT, Legal, and business organizations as appropriate to effectively execute action plans for global finance clients.
- Lead and participate in cross-functional activities to integrate information and systems that may have a quality or regulatory impact.
- Sr Technical contributor to the product walk through of the high level design (HLD).
- Subject matter expert of clients architecture and SAP banking infrastructure.
- Developed detailed Technology work plans, schedules, project estimates, resource plans and status reports, interfaced with senior project sponsors, senior management, director of business analysts on status of projects.
- Provided in-depth and sophisticated analysis with interpretive thinking to define problems and develop innovative solutions.
- Influenced strategic functional decisions through advice, counsel or provided services which directly impact the business.
- Worked effectively and efficiently under tight deadlines, high volumes and multiple interruptions. Ensured effective project closure all the way from pre-planning through production turnover, documentation of lessons learned and provision of feedback on project resource performance.
- Technology Manager of Midwest business division of Lockbox cash management. (Everyday approximately \$25+ mil transaction to clients accounts and treasury)
- Implemented a Citigroup CBOT/CBOE capital market technology infrastructure and supported until client was satisfied with up-time technology services. (approximately daily \$100 million trades)
- Implemented SAP critical roles, Functions, SOD rule sets BRF, MSMP workflow and GRC systems. Integrated to Business objects, databases, ECC systems and other applications.

### BUSINESS ANALYST

01/2006 to 10/2006

#### Applied Systems, Inc. | Tampa

- Managed Citi transaction services cash management technology projects.
- Manage/Monitor Cash management Business workflow for wholesale and retail accounts.
- Manage ERP system productivity and operation users productivity by keystrokes in a application system for entire pass1-Pass2-transit to funds balance.
- Manage lockbox cash management technology work flow process.
- Manage background banking Technology operations
- Implement new accounts in the ERP system and work with product management and implement accounts AR workflow.
- Implemented creative business productivity databases.
- Created several change management procedures for accounts setups, upgrades, changes, and production performance issues recovery.
- Managed several major production/performance issues and met accounts AR/AP deadlines.
- Manage/implemented Several banking software upgrades, UAT process, testing, pre-production setups and Go-live.
- Very good understanding background banking, cash management, Lockbox, Capital market, transaction services.

### SYSTEM AND NETWORK ADMINISTRATOR

04/2005 to 01/2006

#### Sure Payroll | City, STATE

- Oversight of finance/accounting software validation activities for IT Projects with primary emphasis on global systems, projects, and network strategies.
- Worked in collaboration with Onshore / Offshore global teams and business groups development to support finance clients needs for creation, transmission, and storage of electronic data, regional, group, and site levels.
- Developed and implemented training programs that provide guidance and direction for the execution of system validation processes, tools and techniques to IT Projects - technical, business, and quality groups from a global perspective.
- Lead and participate in cross-functional activities to integrate information and systems that may have a quality or regulatory impact.
- Assisted in production support activities including problem determination and impact analysis in addition to coding and testing duties.
- Identified and communicated risks and impacts and also proposed risk mitigation options.
- Subject matter expert of clients architecture and SAP banking infrastructure.
- Managed TCP/IP and sub netting, private IP for internal network and Cisco VPN clients.
- Managed the Cisco Call managers for user administration VoIP and PBX switches for analog lines.
- Experienced in Project Management tools, e.g. MS Project Visio & Clarity.
- Persuaded and influenced stakeholders through strong and comprehensive communication and diplomacy skills.
- Implemented several banking/finance new technology products with business teams.
- Managed global technology support team for entire organization.
- Implemented Change management procedure for technology upgrade and new products.
- Managed organization servers OS, network gears, security products and other applications.

### DESKTOP ENGINEER

01/2001 to 07/2004

#### American Computer Institution | City, STATE

- Build desktop and laptop by using different vendors hardware and install Windows OS.
- Client on-site setup of computer system package and first time user training.
- Computer systems Sales call
- On-Site and On-phone tech support for application, internet services, AOL, MS office products and technical troubleshooting.
- Upgrade hardware on a 2nd generation routers, desktops, laptops, printers and legacy systems.
- Sr shipping manager task to maintain customers order for out going and incoming. Maintained a MS SQL database.
- Installed very complicated application and understand manuals to troubleshoot app issues.
- Configure the NIC cards and good understanding of TCP/IP.
- Technology support customer service calls and contact vendors for warranty related services.

## EDUCATION

### MBA | MS in IT Project Management

2011

#### DePaul University, Chicago, IL

### Bachelor of Science | BS in Network Security

2006

#### DePaul University, Chicago, IL

### Banking Program Management

2010

### Internal Citigroup training , E-learning

## CERTIFICATIONS

- SAP GRC AC 10
- Bloomberg Application
- Certified Information System Security Professional
- CCNA Routing, Switching & security