

# GUHAN THIRUMURTHY

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## Senior Management and Transformation Executive

*Positioned to deliver leadership excellence, strategic vision and execution*

### Professional Profile

- ❖ Accomplished **Senior Management Executive** responsible for **Application Development & Delivery** across strategic clients. Wider exposure to running **Transformation Programs** across platforms : **Core Banking, Cash Management, Trade & Supply Chain**.
- ❖ Experience in effectively managing the Cost and Margin of **Business Unit** with **annual budget of USD 20+ Million**
- ❖ Avid contributor to the bottom-line by guiding the team to focus on i) productivity improvements, ii) building reusable assets, iii) healthy offshore-onshore mix, iv) zero/near zero bench strength and v) reducing rework by doing the right thing at the first instance.
- ❖ Effective collaborator & relationship builder with a proven track record of organic growth of accounts.
- ❖ Popular leader with experience to build teams from ground up [recruiting, up skilling, cross-skilling, and mentoring] of various sizes [upto 300+] and experience [from fresh graduates to experienced veterans] enjoying loyalty among the team.
- ❖ Enthusiastic problem solver with a penchant for digging deep (where required) with an ability to dynamically assess challenges and present acceptable/practical solutions.
- ❖ Strong advisor of robust processes with feedback mechanism to measure the effectiveness & efficiency of the change.
- ❖ **PMP** certified & **Infosys Global Agile** certified professional with rich experience in employing Waterfall, Agile & hybrid methodologies depending on the program needs.
- ❖ Experienced in running programs & managing diverse set of teams working across multiple geographies in the Asia Pacific region.

### Awards & Recognition

Award	Achievement	Awarded by	Year
Awarded ESOPs	Turnaround of complex troubled program	Intellect Design Arena Pvt Ltd	2021
Awarded ESOPs	Recognition to less than 1% of employee for their contribution	Infosys Limited	2016
Chairman's Recognition Award	Contribution in year 2009	DBS Bank	2009
Appreciation Certificate	Transition of Core Banking Application Management from Accenture	DBS Bank	2007
Leadership Program	Contribution to Retail Technology Group	ICICI Bank	2006

## Professional Experience

### Senior Vice President

Intellect Design Arena Pvt Ltd, Singapore

Jun 2021 – Present

- ❖ Responsible for the Application Development, Maintenance & Delivery of Trade & Supply Chain portfolio.
- ❖ Responsible for the P&L of the Trade & Supply Chain product portfolio of products.
- ❖ Responsible for the delivery of all major programs (across all portfolios not limiting to Trade & Supply Chain) in the APAC region.
- ❖ Responsible for the full utilization of the 200+ team of delivery managers, program managers, Development Managers, Developers, SMEs, Solution Architect & Testers.
- ❖ Responsible for the full time utilization of the team with near zero bench strength and reduce the attrition rate.
- ❖ Have the track record of turning around 2 key troubled programs in 6 months of joining Intellect.
- ❖ Implemented margin improvement initiatives for the high risk programs run for different accounts in APAC region.

### Principal Consultant – Financial Services

Infosys Limited, Singapore

Nov 2011 – Jun 2021

- ❖ Led a team of Program Managers, *Senior Project Managers (SPMs/GPM)*, *Senior Business Analysts/SMEs*, *Senior Solution Architects* responsible for solutioning across Consumer and Corporate banking space.
- ❖ Anchored RFPs & proposals related to banking clients in collaboration with sales team to close deals and to manage client interactions on proposed solutions. Assist sales team to assess opportunities in marketplace, achieve targets and execute sales plan.
- ❖ Managed programs on Core Banking, Digital Transformation, Test Automation and Risk & Compliance (Client On boarding, CDD, AML) with wide range of clients
- ❖ Represented programs in Steering Committee, Project Working Council, CCB and other governance call with client's senior management (MD level).
- ❖ Successfully led the vendor consolidation exercise (Testing service) for a **European Global Bank** and achieved savings in excess of 100 FTE for the client.
- ❖ Played the role of Senior Business Program Manager for a **European Global Bank** and led multiple programs as part of their **Digital Transformation** initiatives under COO office.
- ❖ Led the Solution/Process Standardization exercise for an **Australian Bank** and implemented a customization framework, driven by parameters for country specific requirements.
- ❖ Revamped the Change Management process and established Change Assessment Board (CAB) for governing Change Management. Developed and implemented a workflow based process control for effective change management.
- ❖ Played the role of a Senior Program Manager for one of the **largest Card Payment Organization** headquartered in US.
- ❖ Implemented margin improvement initiatives for the high risk projects/programs run for different accounts.

### **Program/Project Management**

- ❖ **Program Manager** for the **EMOC program** - Program to implement Core Banking Solution in Emerging Markets (India, Indonesia, Taiwan & China) & Overseas Countries (London, Hong Kong Branch, Seoul, Los Angeles, Vietnam, Labuan, Tokyo) of DBS Bank.
- ❖ Successfully managed the Core Banking Transformation Program for DBS India, China, Tokyo, Labuan (Malaysia) & Vietnam within agreed budget and timelines.
- ❖ Responsibility includes project planning, scope definition (including replacement of legacy systems), scheduling, risk management, work assignments, vendor management, stakeholder management, user training, governance and successful transitioning to the Business As Usual (BAU) team after Go Live.
- ❖ Project delivery and Risk management practices followed for the Core Banking Solution delivery was well appreciated by the senior management of DBS India.
- ❖ Managed a team of 120+ (7 direct reports) including 4 vendors for EMOC program.

### **Multi-Million Dollar Value Projects Managed**

- Decommission of 7 Corporate Loans related legacy applications.
- Core Banking Transformation program for DBS Tokyo, Labuan & Vietnam.
- Core Banking Transformation program for DBS China.
- Core Banking Transformation program for DBS India.

### **Projects less than a Million Dollar Value**

- Implementation of Straight Through Processing to handle payment transactions from Corporate Internet Banking Platform to RTGS/NEFT for DBS India.
- Implementation of interface between Core Banking Application & Transactional Data Store for DBS India.
- Implementation of a framework for handling standardized transaction narration in customer statements for DBS India, Indonesia & China.
- Implementation of several enhancements in Core Banking Application to improve business/operation processes for DBS India.

### **Application Service Delivery Manager (Jan 2008 – Dec 2008)**

- ❖ Built the Application Management Team for managing Core Banking application. Responsibility of the team includes Demand management, Release management, Incident management, SLA management, Vendor management, adherence to CMMI process.
- ❖ Responsible for managing and fronting all compliance activities. This includes internal audits, external audits and regulatory audits.
- ❖ Responsible for managing and governing application service provider(s) including Service Level Management, Problem Management, Change Management & Financial Management.
- ❖ Responsibilities of my team include
  - ✓ Enabling new capabilities & solutions based on country requirement. Manage the entire project life cycle for enhancements within the Release Management Framework.
  - ✓ Providing application support and managing issue resolution within agreed SLAs by following DBS Incident Management process.
  - ✓ Liaison with vendor(s) to resolve application defects/gap and manage enhancements.
  - ✓ Managing training requirements of business/Ops users.
- ❖ Responsible for ensuring strict adherence to the CMMI process defined in DBS.

**Senior Consultant (Worked in Client's place – DBS Bank, Singapore)****Covansys Asia Pacific Pte Ltd, Singapore****Jan 2007 - Jan 2008**

- ❖ Transition Manager, successfully led the transitioning of Core Banking Application Management Services from Accenture to DBS Bank.
- ❖ **Received appreciation certificate from DBS Bank** for successful transition of Core Banking Application Management Services from Accenture to DBS Bank.
- ❖ Country Lead for managing Core Banking application for DBS Bank – India.
- ❖ Responsibilities of my team include
  - ✓ Managing enhancement requests from country biz/ops teams.
  - ✓ Providing application support and managing issue resolution.
  - ✓ Managing the training requirements of business/Ops users.
- ❖ Responsible for meeting agreed SLAs with the country team.
- ❖ Recruited and Mentored the Core Banking Application Management team.

**Manager – Retail Technology Group, Product Team****ICICI Bank Limited, India****Oct 2000 – Jan 2007**

- ❖ Managed the rollout (analyze, design, development, testing and implementation) of numerous Process Improvement Initiatives (**PII**) for different operations team including Contact Center.
- ❖ Implemented GUI version of Finacle (Core Banking Application) across ICICI Bank.
- ❖ Senior Management had recognized the contribution done to the group by selecting to the **Leadership Program** in 2006.
- ❖ Managed Release Management for Core Banking Application and upgraded Finacle to higher versions (from V6.2 to several minor releases & major releases till V7.0.10).
- ❖ Managed the movement of Change Management processes to workflow applications like FCRM, Interwoven, Staffware (TIBCO), Unicenter.
- ❖ Played the role of **Subject Matter Expert** for CASA, Deposit, Payment & Loans module of Core Banking Application & implemented several enhancement requests from business units.
- ❖ Played the role of Team Lead in Customization Team, which is responsible for building several enhancements in Core Banking Application.
- ❖ Developed an Incident Management Application for managing production incidents for Core Banking application of ICICI Bank.
- ❖ Managed the integration of Bank of Madura network (involving LL/ISDN/V-Sat) with ICICI Bank Network.
- ❖ Managed the migration of e-Treasury (the treasury application) to EBT (Enterprise Banking Technology – a product by NeemTree Technologies).

**Management Trainee****DTDC Courier & Cargo Ltd, India****Apr 2000 – Sep 2000**

Part of the team responsible for setting up Area office (logistics operation) in Coimbatore.

**Professional Qualifications**

Degree/Certification	Specializations	University/ Institute	Year Passed
Project Management Professional ( <b>PMP</b> )	Project Management	PMI, USA	2007
Master of Business Administration ( <b>MBA</b> )	Systems & Finance	Anna University, Chennai, India	2000
Bachelor of Engineering ( <b>BE</b> )	Electronics and Communication	Madras University, Chennai, India	1997