**JAIVEER SINGH**

**PPROFILE SUMMARY**

An experienced Program Management professional having 15+ year work experience, specializing in digital projects and programs delivery across Asia, with proven track records in delivering enterprise systems, applications & services development, data migration, technology platform migration/ upgrades/ application hosting & infrastructure projects in global multi-national corporations. I am now seeking to extend my passion, program and team management expertise in global financial services or technology firms driving/ supporting digital transformation agenda.

**CORE COMPETENCIES**

* Act as primary customer contact for all initiatives advising on sizing, cost, risks & timelines
* Establish and strengthen trusted advisor relationships with key stakeholders
* Business Acumen to understand business needs and support business case development
* Ability to provide solution consulting and pitch new offerings to C level executives
* Building high performance teams to deliver business change initiatives
* Deliver consistent high CSAT and Employee engagement ratings
* Define project governance model & project health assessment/ checkpoint gates
* Manage demand pipeline, budgets, resource capacity planning & utilization & margins KPI
* Proficient Team Leader with expert knowledge of many planning & reporting tools
* Engage Distributed Remote Teams to deliver complex projects under high ambiguity
* Competence to manage multiple projects planning, execution and status reporting
* Ability to facilitate technical whiteboard sessions to establish common understanding
* Ability to identify opportunities to leverage new technologies to initiate new projects
* Sound knowledge of BPM, ESB, ECM, RPA, APIs and Cloud infrastructure services

**KEY ACHIEVEMENTS**

* Successfully established delivery model leveraging internal teams & outsourcing partners reducing internal projects charge-back rate by 20%
* Optimized resource capacity utilization up to 90% by effective demand pipeline mgmt.
* Successfully delivered multiple digital projects leading 100+ engineers & IT consultants
* Successfully retained systems knowledge by cross-training team on new technologies
* Enhanced team engagement ratings through regular coaching & mentoring activities
* Improved team productivity & product quality by implementing Agile & DevOps practices
* Setup Regional API Gateway Hub to enable bank to consume & publish digital services
* Led infrastructure procurement for production upgrade and setup of staging environment
* Saved S$ 200 K in annual Infrastructure costs thru changes in SAP connectivity architecture
* Saved $ 200 K in software costs by leveraging existing setup for production data migration
* Saved significant over-run costs by resolving blocked test cases by meticulous data analysis
* Successfully driven integration of 180 interfacing systems for $20m Core Banking program
* Resolved project hurdles using program governance model & escalations to steering co.

**CAREER HISTORY**

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| 1 | **APAC Project Manager**  **DigiB, Singapore**  **Jun 2019 – Feb 2020** | * Responsible for project planning, monitoring & control, risks management and progress status reporting to Steering Committee * Coordinating Sprint reviews, functional, fail-over & security test planning, UAT test cases, UAT sign off, production promotions &support planning for implementing a B2B ecommerce platform in Asia (using Microsoft Azure Cloud services) |
| 2 | **Program Manager**  **MUFG Bank, Singapore**  **Feb 2018 – Feb 2019** | * Program Management of digital transformation (NTP) program enabling digital trade finance performing extensive financial planning in SGD & JPY, project planning, project governance, business requirements & schedule development. Manage team conflicts & vendor negotiations, Monitor work progress with all teams and present status reports to project steering committee * Managing day to day execution covering functional, fail-over & security test planning, SIT, UAT test plan and feasibilities/ PoC work with business, trade operations, AML compliance and engineering teams |
| 3 | **Project Management Consultant**  **Jan 2017 - Jan 2018** | * Project Management Consulting for Telecom Malaysia leading integration of township digital eco-systems using waterfall SDLC methodology * Pre-Sales Consulting for Latize – Start-up firm providing Semantic Search platform |
| 4 | **Vice President, Regional Program Management**  **DBS Bank, Singapore**  **Nov 2012 – Dec 2016** | * Lead multiple digital banking projects and core banking implementation programs delivery, Manage project planning, develop project scope, budgets, schedule, projects & resource KPIs. Allocate & monitor work progress and provide status reporting to steering committee. Ensure project compliance to organization PLC & PMO processes * Manage project delivery, release planning, change requests, sprints planning, SIT/UAT test plans, data migration strategy, & Cutover plans. Manage team conflicts & vendor negotiations. Lead technology selection, build/ buy decisions, infrastructure procurement, environment setup, scope, budget, timeline change control & process compliance. Manage vendors & partners |
| 5 | **Associate General Manager, Regional Program Mgmt**  **HCL Technologies, Singapore**  **Sep 2008 – Oct 2012** | * Responsible for programs delivery, client engagement, project governance &status reporting, Manage financial planning, resource planning, project risks & issues & program communication, Managed project issues/ escalations, program financials, resources, delivery milestones, vendors' integration, deliverables quality and handling projects to BAU teams * Manage project delivery, release planning, change requests, sprints planning, SIT/UAT test plans, test scenarios & test cases, data migration, cutover plans. Lead CoE team to build solution frameworks, technology selection and prototype design &development for large deal proposals, Provide technology consulting services, draft proposals and present solutions & technologies to senior executives to create new business opportunities, |
| 6 | **Program Manager**  **RMSI (Risks Management Solution Inc.),**  **India & USA**  **Apr 2006 – Sep 2008** | * Lead product development for all strategic products for RMS data solutions group, Lead Engineering Team &collaborate with GIS Team, Perform project planning, project charter & schedule development, monitor progress and report status * Manage project delivery, release planning, change requests, SIT/UAT test plans, test scenarios & test cases, data migration strategy. Build solution wireframes/ prototypes, select appropriate technologies, build technology teams, build proposals &present concepts to senior management |
| 7 | **Project Manager**  **Corbus India (Corbus LLC USA subsidiary), India**  **Apr 2004 – Apr 2006** | * Project Management of multiple projects, Develop project plan & schedule, project scope WBS, maintain risks & issues register, monitor progress and report status to steering committee * Manage project delivery, release planning, change requests, SIT/UAT test plans, test scenarios & test cases, data migration strategy. Build technology teams, draft tender proposals & present concepts to senior management |
| 8 | **Project Manager**  **Nucleus Software Exports Ltd, India**  **Nov 2002 – Jul 2004** | * Led FinnOne (Loans management product) customization, testing, data migration, performance benchmark testing & production support. Lead issues resolutions to meet SLAs and project KPIs * Manage project delivery, build teams, project planning, functional, performance, security & fail-over test planning, change requests, SIT/UAT test plans, data migration strategy, cutover plans and process compliance |

**EDUCATION& TRAINING**

**Educational Credentials:**

* Executive Leadership Program (Harvard Business Publishing, Boston, USA)
* MBA (Institute of Management & Technology, India)
* Masters in Commerce (CCS University, India)
* Post Graduate Diploma in Computers Management (Computer Point, India)

**Certification/ Training/ Seminar Attended:**

* Project Management Professional - PMP (2005)
* Certificate in Program Management (2008)
* Certificate in eCommerce Foundation from NTU
* Agile Certified Professional –PMI ACP (2012)
* Customer Journey Design (HCD) - LUMA Methodology (2015)
* AWS Cloud Solution Associate Architect (Udemy, 2019)
* Team Collaboration & Performance using SCARF ® Model by NeuroLeadership Institute (2016)

**Planning Tools Skills:** Proficient with the use of MS Project, Planview, HP PPM, HP ALM (QC), TestRail, Office365, IBM Blueworks, Axure RP, Figma (wireframing & rapid prototyping) and JIRA

**Technical Skills:** Linux, Windows, MS Azure, AWS, GCP, Python, Java, Databricks, SSAS, Power BI, Postman API, Kofax RPA

**Functional Domain:** Retail Banking, Digital Banking,Core Banking Products (Temenos T24, Finacle UBS), Digital Lending Product (FinnOne), Payments, SWIFT messaging, KYC & AML (Actimize), Trade sanctions screening (Hotscan), Trade & Supply Chain Finance (CGI Trade 360)