Kamal Aggarwal, MBA (Information Management), PMP, CSM   Associate Director – Delivery, Virtusa

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Accomplished and Result oriented Programme Manager/ Business Analysis with 18+ years of IT digital transformation experience with Banking & Financial Services and Telecom clients across the globe

Profile Summary

A seasoned professional with more than 18 years of experience in:

- Adept with analytics, operations, delivering presentations, data analysis, process mapping and liaising with business leaders.
- Deft at program management, team management, analysis, designing, support, generating reports with quality management in business reports.
- Lead larger teams across geographical locations for smoother client delivery and for value added services.
- Hands on experience to ensure **project margins, profits, project setup, client invoicing**.
- Rich experience in business analysis with insightful knowledge of analysis and quality assurance.
- Pivotal in conceptualising, designing and implementing business processes with a view to streamline the functioning of the organisation
- Have worked across various across domains such as technology, operations, products / processes to achieve excellence in **delivery of business solutions to end user.**
- Demonstrated ability in developing new processes and transforming old ones at business unit level while technology, operations/production support, maintenance.
- Overseeing the full project management life cycle including Agile Project/ Programme management for the implementation of **highly complex, large-scale, strategic IT and business initiatives**, also managing multiple project streams and large cross- functional teams globally
- Proficiency in **developing & driving the integrated project plans, aligning project tactics** with project strategy
- A **change agent - passionate, high energy, and results-oriented** with a creative and analytical mind

Core Strengths

- Program Management	- Technical Implementation	- Tactical Planning
- Business Transformation	- Analysis & Support	- Business Analysis
- Transition Management	- Process Implementation	- Service Delivery

- Analysing overall effectiveness of program/ project management across the organization and identify and mitigate areas of risk
- Improving and maintaining the utility and effectiveness of the management information systems; Liaising with the finance department to make certain the MIS department functions within the budget restrictions
- Monitoring overall functioning of processes ensuring compliance to the agreed SLA levels.
- Generating weekly & daily reports and on various process parameters and liaising with various departments within organization to gain support /resolving issues.
- Analysing the process and suggesting relevant changes in the guidelines to streamline process operations.
- Conducting continuous interaction with customers to ensure that areas of concern are addressed promptly for improved pre-set service levels; managing complete project cycle for PMO initiated projects
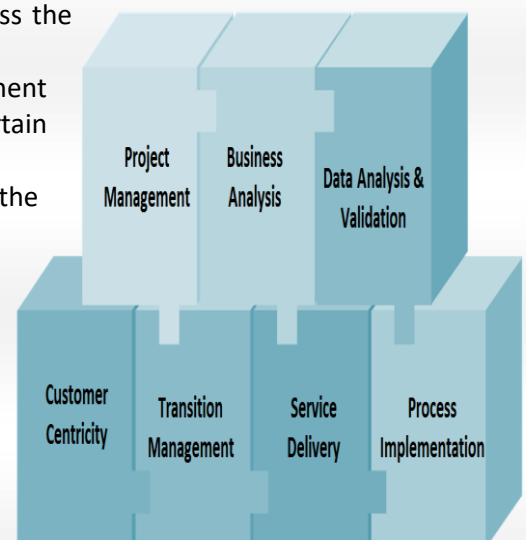
Key Domain and Technical Knowledge

- Domain: Corporate Banking (Corporate Payments, Finastra GPP, Receivables, ACH, Stops, PosPay, E-statements), Commercial Cards, UK Payments (BACS, BASS, CISA), Swift Messages
- Technical:
  - o IDEs   : Eclipse, RAD
  - o Database   : Oracle, PL/SQL, MS SQL Server
  - o Operating System   : Windows 7/XP, Unix

o Technologies/Tools : J2EE, JSP, PL/SQL, MS SQL, Struts, Hibernate, EJB, Weblogic, Apache Tomcat, Websphere, VSS, Perforce, TOAD, Oracle SQL Developer, MAXIMO, Quality Centre, Service Centre, HTML5

Organizational Experience

- **Virtusa Consulting Services, Dec'17 – Till Date**
- **Infosys Limited, Aug'03 – Dec'17**

Projects

Project Title: Vodafone Group Programme (COVE, Canary, CIAM2.0) & Virgin Media
Client: Vodafone, UK & Virgin Media, UK
Role: Programme / Account Manager
Duration: Aug, 2019 to till date
Location: Newbury, UK
Description:
Role and Responsibilities

- ✓ Managing leading UK Telecom accounts with responsibility of top line growth, P/L & delivery management
- ✓ Managing multiple business consulting engagements for Virgin Media to provide insights into business transformation for better customer experience and workflow processes
- ✓ Successfully delivered strategic transformation program of Greenfield implementation from Oracle to WSO2 IS product
- ✓ Leading the digital transformation through Agile way, building governance models
- ✓ Achieved 100% NPS score because of continuous customer engagement
- ✓ Mentor team members to resolve business problems and build next level leadership
- ✓ Working with leadership team to hunt for new opportunities and revenue forecast/budgeting in existing and new accounts

Technology: J2EE, Oracle, Micro-services, WSO2 IS

Project Title: CITI Manager (Commercial Cards)
Client: Citi Bank, US
Role: Programme Manager
Duration: Dec, 2017 to Jun, 2019
Location: Pune, India & New Jersey, US
Description: Commercial cards application for Citi bank, US catering to corporate customers.
Role and Responsibilities

- ✓ Managed Commercial Cards Program (L3, BAU, new initiatives) with peak team strength 150+
- ✓ Built the strategy for best practices to effectively manage the stakeholder expectations, achieve delivery excellence
- ✓ Worked on SmartPay3 (SP3) initiative to help client achieve their business goal of on-boarding new clients
- ✓ Consulting the client on key business initiatives and understand the business impact
- ✓ Day to day interaction with client stakeholders and Virtusa senior management to discuss on new initiatives, risks and future business plan to increase the revenue for the organization
- ✓ Mentored development and test project managers to focus on project success areas (Quality, Schedule, Cost) to achieve delivery excellence

Technology: J2EE, Oracle

Project Title: Build The Bank (BTB) - Williams and Glyn Programme
Client: Royal Bank of Scotland, UK
Role: Programme Manager
Duration: Mar, 2015 to Dec'2016
Location: Chandigarh, India
Description: Royal Bank of Scotland (RBS) took an initiative to build separate infrastructure for 300 branches which it wanted to sell out after 2008 bailout by UK government. This project caters to build the bank (BTB) initiative of

separating out branches to be sold into a different bank. Involved data migration for source to target systems as well as changes in functionality in target systems.

Role and Responsibilities
- ✓ Worked as Programme Manager to deliver different releases of the portal using Waterfall Methodologies for Payments applications (BACS, BASS, CISA)
- ✓ Management of team of 35 people
- ✓ Day to day stakeholder management to understand client/business expectations as well as update on current project status involving more than 50 stakeholders
- ✓ Project, Communication and Risk management.

Technology: J2EE, Hibernate, CICS, Cobol, VSAM

Project Title: Retail banking portal development
Client: BARCLAYS ABSA, South Africa
Duration: July, 2014 to Feb, 2015
Location: Pune, India
Description: Retail banking portal development for South African Bank
Role and Responsibilities
- ✓ Worked as Project Manager to deliver different releases of the portal using Agile Methodologies
- ✓ Management of team of 35-40 people for development of the application
- ✓ Day to day stakeholder management to understand client/business expectations
- ✓ Project, Communication and Risk.

Technology: J2EE, Hibernate, WICKET Framework, Struts, RSA, EJB, Clearcase

Project Title: Pre-sales Proposal Preparation for banking client
Client: AIB, Ireland
Duration: May, 2014 to Jan, 2015
Location: Pune, India
Description: Worked on proposal preparation for AIB RFP with contract of 5 years with net worth $350M.
Role and Responsibilities
- ✓ Identified the key issues/points mentioned in the SOW document to raise RFP questions for client meeting
- ✓ Responsible for Pricing, SOW and Governance compliance documents
- ✓ Went through different RFP documents to group different applications based on domain and technology
- ✓ Responsible for coming up with Pricing and staffing plan along with Pre-proposal client presentation deck
- ✓ Led one of the tracks for client presentation as part of RFP response

Project Title: Payment Services Hub (Global Pay Plus GPP) and Payments Portfolio
Client: Bank of America, US
Role: Business Analyst, Programme Manager
Duration: Mar, 2012 to Mar, 2014
Location: Charlotte, NC, USA
Description: **Global Pay Plus (GPP)** is a **FUNDTECH (now Finastra)** Product which acts are rules engine/business validation platform for any payment process application. GPP is the known product which is used by various banks as platform for payment processing. This project involved the support and maintenance of the application to ensure that there is no issue in payment processing, migration of customers from legacy applications and enhancement of the functionalities.
Role and Responsibilities: Business Analyst/Programme Manager
- ✓ Worked on FundTech Global Pay Plus Payments Product as lead business analyst at client location.
- ✓ Worked with Business/Product Teams to resolve different business issues and participated in application design discussions
- ✓ Used MAXIMO/ Peregrine Service centre & Quality centre for Changes, Problem and Incident Management for different business issues/ implementations
- ✓ Led implementation of multiple initiatives, resolved client issues and made application more scalable
- ✓ Led the client migration from legacy applications to new platform and providing solutions for different kinds of payments for migration

- ✓ Managed payments portfolio (involving Payment Services HUB, Wires, ACH, Payments) with responsibilities of client communication/status reporting, on-boarding resources, ramping up, working on proposals
- ✓ Implemented BVA of worth $500K save for the client.

Technology: SQL Oracle Developer, PL/SQL, J2EE

Project Title: Cash Management Application
Client: Bank of America, US
Role: Business Analyst / Technology Lead / Project Manager
Duration: Jan, 2009 to Mar, 2012
Location: Chicago, IL, USA and Pune, India
Description: Cash Management application is a suite of applications, which provides Wires, ACH, Stops, Positive Pay, and Electronic Statements, Information Reporting functionalities to leading US bank corporate customers. Project involved the migration of complete application from legacy platform, development/enhancement of existing functionalities and application support/maintenance of the application.
Role and Responsibilities
- ✓ Worked on Cash Management Portal as business analyst/ project manager for one of the leading US banks. This portal catered to corporate clients business needs covering Wires, ACH, Stops, Pos Pay, electronic statements and information reporting functionalities.
- ✓ Involved in one of the largest mergers and acquisitions in the banking history. This involved moving the applications from one client location to another location under IT assets separation program.
- ✓ Worked with Business/Product Teams to resolve different business issues and participated in application design discussions.
- ✓ Used Peregrine Service center for Problem and Incident Management for different business issues/ implementations.
- ✓ Presented multiple proposals to the client to improve application performance and scalability thus removing pain areas for the client.
- ✓ Implemented various application improvement and value add ideas.

Technology: J2EE, Hibernate, JSP, Struts, Web Services, SOAP, PL/SQL, Websphere, RAD, Perforce, TOAD, Service Centre, QC

Project Title: Foreign Exchange Portal
Client: Lasalle Bank, UK
Duration: Jan, 2007 to Dec, 2008
Location: Chicago, IL, USA and Pune, India
Description: : This application takes care of different foreign exchange transactions SPOT, Draw-downs etc including prime brokerage, intrader functionalities to one of the leading US bank clients. Application involved the introduction of Strong Authentication, new TIBCO FX rate feed for different currencies, maintenance/support (incident resolution, problem management) of existing application, decommissioning of the other applications.
Role and Responsibilities
- ✓ Worked on Foreign Exchange Portal as business analyst/ technical lead for one of the European/US banks. This portal involved providing foreign exchange capability to bank clients like Prime Brokerage, Capital Markets.
- ✓ Provided resolution to different business issues and permanently fixed the issues.
- ✓ Supported multiple releases.
- ✓ Provided solution to fetch live FX rates from TIBCO using their API to get rid of the old system.
- ✓ Catered to multiple business stakeholders from different geographies and provided business solution as per their needs.
- ✓ Identified the solution for business segregation as part of merger & acquisition i.e. RBS taking over LaSalle Bank US.

Technology: J2EE, JSP, MS SQL, Websphere, Eclipse

Project Title: Asset Management Portal
Client: ABN Amro Bank, Netherlands
Duration: Jul, 2005 to Dec, 2006
Location: Amsterdam, Netherlands and Chandigarh, India

Description: This project involved the support and maintenance of Asset management application for leading European bank. Initial 2 months of the project involved the transition of the application from bank associates.
Role and Responsibilities
- ✓ Client communication from both onsite and offshore as there was no onsite component post transition
- ✓ Support of any production issues and permanent fix of already existing defects
- ✓ End to end responsibility of any new functionality added to the application
- ✓ Responsible for PM and CM activities at program level.

Technology: J2EE, Interwoven Teamsite, PL/SQL, Tomcat, TOAD

Project Title: Apparel Management
Client: Adidas, Germany
Duration: Jan, 2005 to Jun, 2005
Location: Mohali, India
Description: This project involved the development of a portal for leading European retail major to maintain their apparel inventory. Involved leading a module, Low level designing, Development, Testing, Implementations, database setup, Maintenance and Quality related activities.
Role and Responsibilities
- ✓ Lead a module for E2E delivery
- ✓ Took complete ownership of database setup for integration testing
- ✓ Responsible for Defect Prevention at the project level
- ✓ Preparation of LLD, coding, test cases, testing
- ✓ Co-ordination with onsite team.

Technology: J2EE, Struts, PL/SQL, VSS, RAD

Project Title: Project/Initiative Management application
Client: Bank of America, US
Duration: Oct, 2003 to Dec, 2004
Location: Chennai, India
Description: This is internal application developed for leading US bank to maintain different project initiatives and related initiative phases which are part of DMAIC phase of a project. Project involved development of application from scratch, analysis of existing application to develop new application, estimation for various new functionalities, and development/design of new modules.
Role and Responsibilities
- ✓ Involved in the design, coding, UTP and testing of the application
- ✓ Local setup of the existing application and analysis of the same to enhance the new application
- ✓ Estimation of different changes based on SMC estimation technique
- ✓ Training of the new team members
- ✓ Took complete end to end responsibility of deliverables to onsite.

Technology: J2EE, JSP, MVC, ERWIN, Perforce, PL/SQL, Rational Rose

Academic Details
- MBA (Information Management) from SP Jain Institute of Management and Research, Mumbai, India in 2017
- B.Tech. (Computer Science & Engineering) from G.Z.S Govt. Engineering College, Punjab Technical University, India in 2003

Certifications
- Certified Project Management Professional (**PMP**)
- Certified Scrum Master (**CSM**)

Personal Details
Date of Birth: 27th April 1982
Marital Status: Married
Current Address: Flat B, 1-3 The Broadway, Newbury RG14 1AS