**Abul Satu**

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**Summary:**

Seasoned Program and Project Manager with 20 years of experience in managing large-scale initiatives across diverse domains including Financial Services, Cyber Security, Telecom, and Healthcare. Proven track record of working with C-level executives, delivering projects ahead of schedule, and managing large teams in both on-site and offshore models. Expert in Privacy Compliance, Cyber Response, Risk Management, Data Governance, and Blockchain. Recognized for exceptional performance with multiple awards and accolades.

**Accomplishments:**

* **Awards:** (8 awards, 1 nomination) - Platinum Award, Standing Ovation Award, 2 Bravo Encore Awards and 3 Encore Cheers Awards from KPMG. IT Excellence Award from Becton Dickinson. Nomination for Delivery Excellence Award from Capgemini
* **Client Recognition**: Secured additional work due to outstanding team performance on multiple occasions. Also have track record of completing initiative ahead of schedule
* **Regulatory Compliance and Risk Management Leadership:** Lead teams to meet regulatory compliance and risk management across diverse sectors, including Financial Services, Cyber Security, Telecom, and Healthcare including IFRS17 submission, MRM validation, RCSA framework and process, CCPA implementation, ICD10 implementation, HCR member migration to name a few
* **Cyber Security Leadership:** Successfully led PMO for response and mitigation of cyber attack instances for 3 major international companies. Successfully managed implementation of nationwide cyber security compliance for a major telecom company

**Professional Experience:**

**Program Manager for Transformation Delivery Financial Services** July 2019 – Present

**KPMG - NY (Clients – Nissan, AIG, Alorica, Willis Towers Watson, Aon, Truist/Suntrust Bank, MUFG Union Bank, Verizon, Sprint/T-Mobile, Algonquin/Liberty Utility)**

* Oversaw IFRS17 submission for a major insurance company for four countries and five entities. Including project sponsor and stakeholder management, daily status report evaluation, vendor management, risk and issue resolution, goal prioritization, workaround effort for functionalities, reports and dashboards along with day-to-day program management tasks. Point of contact for EPMO
* Managed Model Risk Management (MRM) validation team for models and end user computing tools (EUCs) utilized for a bank’s capital planning purposes. Oversaw PM activities for the initiatives along with creating and maintaining the resource plan and forecast
* Program managed Data Risk Governance effort for a major bank. Worked with the Chief Data Officer (CDO) to assist with development of a strategy to integrate data risk into its existing Risk and Controls Self-Assessment (RCSA) framework and processes. This helped in better reporting for the Federal Reserve Bank (FRB). Client later awarded additional work to assist the office of the Chief Data Officer (CDO) with overall workstream project management for execution of the project and pilot Tier 2 Reports and Systems gap assessment
* Was incharge of PMO for the Cyber Response effort for a major automotive company. Responsible for setting up PMO from ground up to track and report the Cyber Response effort on a daily basis. Point of contact for escalations. Was part of advisory team to mitigate active threat actors
* Oversaw PMO portion of the Cyber Response team for a communication company where active threat actors needed to be mitigated. Very fast paced environment and ever-changing threat and course correction demanded quick turn around and adaptability. Worked with multiple vendors to coordinate active threat actor responses and create prevention procedures
* Managed the Cyber Response team for an insurance client. Developed a governance framework to coordinate program oversight. Established escalation management, reporting structure and communication routines
* Led PMO portion of the Cyber Security team to assist a telecom client to meet California Consumer Privacy Act (CCPA) compliance. Led my team to oversee all workstreams associated with CCPA. Built a task force to govern and troubleshoot CCPA related requests and issues post go-live. Created and implemented disaster recovery plan but enjoyed a successful go-live with minimal issues
* Provided PMO support for a multinational insurance company. Oversaw critical program components such as risk mitigation, org design, Oracle HCM configuration and manage finance workstreams that were needed to enable a successful and timely stand-up of the new operations and technology organization
* Was part of PMO for KPMG internal Salesforce implementation. Oversaw standing up PMO from ground up

**Program Manager for FSSBU** February 2018 – July 2019

**Capgemini - NY (Clients – QBE, MassMutual, Horizon BlueCross BlueShield)**

* Managed Application Rationalization and Tech Debt Reduction Program for an insurance company. Oversaw North America IT Strategy and manage Global reporting for CIO (Worked with 4 VPs and 9 AVPs)
* Managed POC (Proof of Concept) for Distributed Ledger Technology (Blockchain / Hyperledger) for an insurance company’s Treasury department. Oversaw Pilot application for POC to demonstrate distributed ledger and Smart Contract
* Managed Data Governance program for health insurance company (Budget of $39M)
* Managed 6 domains for nCompass program (Infrastructure, Architecture, Security, Application Development, Reporting/Analytics, and Production Support) for health insurance company. Partnered with both the Business and IT domain leads to identify and implement all aspects of the programs. Partnered with outside vendors (NASCO, Avaya) to implement IT portion of the program

**Program Manager / Sr. Project Manager for Quality / Regulatory / OSMT PMO** (Contract)February 2017 – February 2018

**Becton Dickinson (BD) – NJ**

* Recipient of IT Excellence Award from EPMO
* Worked with SVPs, VPs and Directors to lead projects and programs with enterprise level impact
* Lead Supplier Quality Risk Classification initiative, which impacts BDs in 50 countries and 27000 vendors
* Worked with IT for SAP (ECC 6 and 4.0b) upgrade along with creation of new application in SharePoint. Lead the inter SAP system transition of Approval Rules and Limits
* Lead the Brazil Cold Chain transport initiative as part of Brazil compliance
* Lead HR Capabilities program to meet BD’s future HR model expectations
* Actively contributed to Classic EPMO Tools/Templates team as part of EPMO continuous improvement
* Helped create Program proposal for Enterprise-wide Supplier Improvement Initiative
* Worked with external vendors (i.e. Cornell University, Capgemini, Accenture) on related initiatives

**Business Transformation Program Manager** (Contract)August 2016 – February 2017

**Medcore Management / Pharmacena - NY**

* Oversaw Process Improvement Program under the CEO
* Lead the evaluation of IT business cases, requirements definition, make or buy decisions. Worked with external vendors for projects and negotiated RFP responses. Provided business case justification and cost benefit analysis for expenditure of IT
* Structured, lead, trained and developed Department staff for maximum effectiveness
* Implemented procedures to ensure the security, reliability, and performance of IT systems and set disaster recovery plan

**Program Manager / Sr. Project Manager** April 2016 – July 2016

**SDLC Partners - PA (Client - Highmark BlueCross BlueShield)**

* Worked as part of Business Consulting and oversaw a team of 9
* Managed configuration of Care Management platform integration
* Involved in Process Improvement initiative for Highmark BCBS. Helped setting up enterprise-wide reporting process and templates for client status update

**Travel overseas to Bangladesh, Canada, and Mexico** November 2015 – March 2016

**Program Manager / Sr. Project Manager** (Contract)October 2014 – November 2015

**Capgemini - NJ (Client - Horizon Blue Cross Blue Shield)**

* Nominated for Delivery Excellence Award
* Oversaw ICD-10 Operational Initiatives. Worked with 33 different teams (both IT and business) as part of the ICD-10 readiness initiative. Lead configuration of the subscription-based application for ICD-10
* Developed and maintained budgets and monthly and quarterly forecasts
* Oversaw Operations Transition and Support plan for the ICD-10 Code Set Management initiative
* Was involved in Process Improvement Initiative from EPMO
* Worked with multiple vendors such as NASCO, IBM etc.

**EPMO Program Manager / Sr. Project Manager** (Contract)February 2014 - July 2014

**Prudential Financial - NJ**

* Worked as part of EPMO and report to Director of Group Insurance and Vice President
* Oversaw OSGLI (Office of Service Members' Group Life Insurance) projects
* Was accountable for all aspects of projects (i.e. Budget, Schedule, Risk, Forecast, KPI)
* Work with Resource Managers to prepare monthly Resource Capacity Plan
* Was part of the EPMO process improvement initiative along with Financial estimation tool

**EPMO Program Manager / Project Manager** (Contract)December 2013 - February 2014

**Cognizant - RI (Client - Blue Cross Blue Shield of Rhode Island)**

* Worked as part of EPMO and reported to Portfolio Manager and CIO. Took over Healthcare Reform project that was in Red and completed ahead of schedule
* Oversaw Member Migration for HCR along with SSN Security & Uniform Coverage projects. Lead a team of Business Owners, SMEs, Vendors and other Project Managers

**Program Manager / Project Manager** (Contract)October 2012 - November 2013

**IBM - NJ (Client – Medco/Express Scripts, Horizon Blue Cross Blue Shield)**

* Managed the migration team to ensure successful Merger of Express Scripts and Medco
* Negotiated LOE with the client. Oversaw multiple Onsite and Offshore teams. Team size up to 82
* Acted as Scrum Master for PMO projects that didn’t have dedicated resources
* Appointed and mentored Defect Manager while working closely with PMO to implement Process Improvement Initiatives

**Project Manager** (Contract)November 2008 - October 2012

**Affinity Health Plan, Matrat. LLC - NY**

**Project Coordinator/Business Analyst**  September 2003 - October 2008

**RJT Compuquest, Professional Access, Summitworks consulting**

**Education:**

* Bachelors in Computer Science from New York Institute of Technology (NYIT) - Class of 2003
* Masters in Management Information System from Keller Graduate School of Management. – Class of 2012
  + Concentration on Project Management which is equivalent or higher than PMP certification
* Certified Scrum Master