RAJKUMAR PATEL

Digital Transformation Project Manager

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OBJECTIVE

A seasoned Digital Transformation Project Manager with an MBA in Business Analytics from the Indian Institute of Management (IIM) and over 16 years of experience in the Banking and Financial Services sector across multiple geographies in both onshore and offshore models. Leveraging strong collaboration, effective organization, and exceptional written and verbal communication, I drive innovation, modernize legacy systems, and implement scalable, high-performance solutions that align with evolving business needs. I bridge the gap between technology and business, providing strategic technical consulting while delivering cutting-edge solutions, including AI-driven architectures and Gen AI-powered platforms.

PROFILE SUMMARY

- Strategic Leadership: Defined and executed end-to-end application development and delivery strategies, increasing operational efficiency by **30%** and accelerating digital growth across multi-million-dollar portfolios in the Banking and Financial Services (BFS) sector.

- Technical Consulting & Solutioning: Partner with clients and stakeholders to assess technical landscapes, design future-ready architectures, and guide digital transformation initiatives.

- AI & Emerging Technologies: Led the integration of Generative AI, automation, and other cutting-edge solutions to streamline operations, realizing a **15%** reduction in manual workloads and a **20%** increase in data-driven decision-making capabilities.

- Transformation & Modernization: Spearhead complex modernization programs, migrating legacy systems to scalable, cloud-native, and API-driven architectures, while ensuring minimal business disruption.

- Program & Project Management: Managed large-scale, multi-functional projects with budgets exceeding **$10M**, consistently delivering on time and within scope, meeting or surpassing key KPIs by **15%** year-over-year.

- Client Engagement & Stakeholder Management: Build strong, trust-based relationships with clients and internal teams, translating business goals into actionable technical strategies.

- Cross-Functional Leadership: Lead diverse teams of engineers, architects, and consultants, fostering a culture of innovation, accountability, and continuous improvement.

- Risk & Compliance Management: Ensured full adherence to regulatory standards and security best practices, achieving **zero major compliance incidents** and reducing risk exposure by **30%** over a three-year period.

EDUCATION

Indian Institute of Management - Kashipur
Executive MBA – Business Analytics
May 2023 – Feb 2025

Guru Ramdas Khalsa Institute of Technology – Jabalpur India
Bachelor of Engineering - Electronics & Communication Engineering
July 2004- June 2008

SKILLS

- Project Management
- Strategic Planning
- Risk Management
- Leadership Skill
- Stakeholder Management
- Quality Assurance Manager
- Agile/Scrum Expertise
- Software Testing Life Cycle (STLC) and Test Methodologies.

CERTIFICATION

- Disciplined Agile Senior Scrum Master (DASSM), PMI, Feb 2023

- SAFe Scrum Master, Scaled Agile, 2020

- Safe Agilest certification (Leading SAFe), Scaled Agile, 2019

- ISTQB® Foundation Level, ISTQB, 2012

- Financial Markets: A Beginner's Module - NSE Certified Market Professional (NCMP) India, 2010

- Mutual Funds: A Beginner's Module - NSE Certified Market Professional (NCMP) India, 2010

- Project Management Professional (PMP) - 35 Hours Training, TCS, 2018

PROFESSIONAL EXPERIENCE

Project Manager – IBM, Hyderabad, India (Oct 2021 – Present)

Project Manager - Luminor Bank, Hyderabad, India (Oct 2021 – Present)

- Led complex cross-functional digital transformation programs, boosting development efficiency by 20% through the strategic implementation of agile methodologies.
- Supervised a high-performing team of 15, cutting defect identification cycles by 30% and driving significant improvements in project delivery outcomes.
- Translated overarching group strategies into actionable operational models, elevating customer satisfaction by 25% through optimized service delivery frameworks.
- Pioneered complex digital technology initiatives that aligned with business values and efficiency goals, utilizing agile design, development, and delivery methodologies.
- Spearheaded end-to-end project oversight, including strategic planning, risk mitigation, cost optimization, and resource orchestration, while partnering closely with senior stakeholders across diverse geographies to ensure seamless execution.
- Improved program quality, implementing early test adoption and Agile principles, validating functional requirements, and driving process enhancements for enhanced defect identification and remediation.

Project/Test Manager – Tata consultancy Services, Multiple Location (Dec 2008 – Oct 2021)

Project/Test Manager – Lloyds Banking Group (LBG) – Peterborough UK & Nagpur India April 2019 – October 2021

- Effectively Led the complete migration of old legacy applications to a new platform, BaNCS.
- Lead teams with various staffing models of internal and external onshore and offshore resources. Provided leadership and supervisory oversight to quality assurance.
- Orchestrated test strategies, cutting project timelines by 25%, ensuring timely compliance, and delivery.
- Orchestrated cost management strategies, achieving a 15% overhead reduction through strategic resource allocation and streamlined testing schedules.

Test Manager – New York Life Insurance – Jersey City. April 2018 – April 2019

- Led testing initiatives resulting in a 20% application performance boost and a 15% increase in defect resolution efficiency. Coordinated sprint planning, reviews, and stakeholder, enhancing team performance and project alignment.
- Reviewed requirements, specifications, and technical documents, providing prompt and valuable feedback while analyzing and preparing test plans, cases, scripts, and data based on them. Conducted requirement analysis and maintained Requirements Trace matrices.
- Engaged in diverse testing phases: Functional, Re-Testing, Regression, E2E, ensuring comprehensive testing coverage.

Quality Assurance Lead – Bank of America Merrill Lynch – New Jersey. January 2013 – April 2018

- As Quality Assurance Specialist and lead, managed resource planning, onshore/offshore team distribution, and conducted comprehensive study and analysis of test requirements and plans.
- Contributed to a 20% decrease in regression testing time through the design and execution of efficient automated test cases. Reported defects, executed tests, and prepared test summaries for comprehensive quality oversight.
- Engaged in various testing phases: Functional, Re-Testing, Regression, and End-to-End, while designing, executing, and maintaining automated test cases for the regression cycle.

Module Lead – Bank of America Merrill Lynch – Mumbai February 2009 – January 2013

- Managed a team of 5 members, coordinating between onshore and offshore teams, facilitating client meetings, and providing project updates.
- Analyzed and prepared Test Plans, Test Cases, Requirement Traceability matrices, and conducted System, Regression, and Integration tests.
- Handled formatting of XML data sets, collaborated with the data management team, and generated daily test execution status reports, reviewing results.
- Prepared comprehensive weekly and monthly status reports for both clients and Project Managers, oversaw test case reviews, managed defect tracking, and conducted root cause analysis.

Assistant System Engineer – Tata Consultancy Services December 2008 – February 2009

Underwent 3 months professional training of Core Java and software testing Methodologies.