**Charan Srinivas Krishnan**

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| **Consultant Contact Details** | |
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**Summary:**

* **12+ years** of IT experience in **Program Management, Business Analysis** and **IT Strategy Consulting.**
* Worked in **Banking & Financial Services** Domain and developed a deep understanding of strategic imperatives, operational framework and organizational challenges as required by clients in diverse businesses.
* Expertise in Wealth Management and Asset Servicing and U.S equities market.
* Proven ability to lead projects involving cross-functional teams in providing business solutions
* An excellent team player that combines a solid work ethic with strong analytical and communication skills
* Experienced team leader, managing change, and implementing technology solutions to achieve business results
* Very good experience in managing financial regulatory projects.
* Well experienced in new system accusation, onboarding new tools, infrastructure migration, retiring legacy systems,
* Well experienced in working with multiple cross functional teams simultaneously and define problem, collect data, establish facts and draw valid conclusion.
* Proficient and experienced in communicating complex technical concepts as well as business drivers in clear language to diverse audiences
* Excellent organizational, time and resource-management skills; able to effectively multi-task to lead projects to successful fruition and reliably achieving challenging targets

**Core Competencies:**

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| Project Planning | Schedule Management | Project Monitoring | Business Analysis |
| Cost Control | Planning & Analysis | Co-ordination | Risk Management |
| Process Control | Process Development | SDLC Waterfall | Agile / Scrum |

**Project / Program Management:**

* Delivered over 100 small and mid-sized projects to the business units using program management and structured release cycles. The team included project managers, business analysts, software developers of multiple disciplines, and quality assurance analysts.
* As a leader within the IT PMO, delivered software projects while managing 3 full-time project managers with a portfolio of 25 to 40 projects. Aligned IT focus and resources on a series of prioritized business initiatives targeted at high-value, long-term operational improvements.
* IT Project and Portfolio Management: managed a matrix PMO structure providing project manager mentoring and management; oversight and auditing of projects; development of project management standards, change management process, formal communications planning and delivery.

**Transition / Vendor Management:**

* Prepared and executed a transition plan and Ensured a smooth transfer of the ExaData Migration account from vendor to Bank of New York Mellon Team within 3 months, work orders totaling to 12 resources
* Successfully taken over PM position with vendor and transitioning over as a Project/Program Manager in Performance and Risk Analytics account

**Business / Process Analysis:**

* Cost Saving Initiative – Led an initiative working with business analysts and production support resources to study the Custody and Accounting nightly batch. Found opportunities for job tuning and as a result the completion time of batch was reduced by 50 minutes resulting in an annual saving of $90,000

**Leadership / Talent Management:**

* By being a part of IT strategic and governance group in State Street guided various business units in a program level to reach organizational goals.
* Spearheaded the Project Management Centre of Excellence’ Initiative along with BNYM PMO team.
* Responsible for resource hiring, employee performance development plan and knowledge management.
* Managed a team of 30 Developers and 5 Business Analysts in Wealth Management and Asset Servicing accounts.

**Education:**

* Bachelor of Engineering in Computer Science from Anna University, Chennai, India

**Skills Summary:**

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| --- | --- | --- |
| Technical Skills | Management Skills | Leadership Skills |
| MS Project,  MS Office, Visio  Content Management. SharePoint, Teamsite.  SDLC (Software Development Lifecycle)  JIRA, QC  Agile, Scrum, Product Backlog Management, Sprints  Business Analysis, Use Cases  Business Process Modeling, Business Process Redesign  UML, Logical Modeling, Data Modeling and Database Design  User Interface Design, User Experience (UX) and Wireframes  SQL, PL/SQL, Oracle  Object Oriented Design, Design Patterns,  System Testing, Guerilla Testing, Defect Management  Release Management  Technology Audit and Remediation, Security Audit and Remediation | Project Management, Program Management  Agile / Scrum Master  Program Management  Project Portfolio Management  PMO Director, PMO Development & Consulting  Project Management Coach, Mentor  Lean Process Development, Value Stream Mapping,  Root Cause Analysis  RFP Development, RFP Evaluation and Selection, RFP Response Development  SOW Development, Contract Negotiations, Change Request, Change Management  Interviewing and Resource Hiring, Employee Performance Plan Development and Follow-up  Profit & Loss Responsibility, Financial Planning and Analysis  Risk Management  Communications Planning, Public Speaking  Relationship Building  Technical Sales and Sales Support, Client and Engagement Management  Supply Chain Management  Critical Chain Project Management  User Acceptance Test Management | Team Building, Coaching, Critical Feedback, Management of Consultants and Direct Reports  Project Audits, Project Reviews  Project Governance (process design, development, training and management)  Consensus Building (Delphi, nominal group and other methods)  Enterprise Resource Management  Annual Reviews, Goal Development, Training and Development Plans  IT Executive Leadership  IT Strategy Development  Executive Presentations (develop, and deliver)  CIO Support Services, Strategic Project Selection, Budgeting and Planning |

**Professional Experience:**

**Company: State Street Bank Feb 2016 – Till date**

**Title: Senior Program Manager**

* Responsible for managing projects that affects in a Program level across multiple Development groups / work streams / business units.
* Work with the Product Managers to define the roadmap for the product and translate into user stories.
* Lead the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team.
* Owning project from initiation to closure; managing budgets & schedule. Also, responsible for triaging run-time issues with the project.
* Establishing communication plan between multidisciplinary teams. Drive cross functional projects, help making decisions, identify critical path, and assign ownership by involving respective functional managers
* End to end project management ensuring timely delivery of end product to client within stipulated schedule & cost and meeting all quality standards defined.
* Develop an end to end MPP detailing the schedule of the project ensuring team member allocation and leveling
* Ensuring smooth execution of the project through effective tracking, strategizing, risk and issue management, defining & improving internal processes to ensure quality of deliverables and effective people management including mentoring.
* Maintaining effective communication channels within the organization as well as at client end through status reporting and escalation management as applicable.
* Planning activities involving various requirements, monitoring overall project operations for ensuring timely completion.

**Company: Bank of New York Mellon Oct 2008 – Jan 2016**

**Title: Program Manager**

* Responsible for managing multiple projects of varying size from inception to delivery. Manage project delivery across groups / functional areas, while working with cross geographic teams.
* Work with product owners to define/understand the strategic vision & participate in enterprise project office meetings to help prioritize the project accordingly.
* Responsible for all project management activities such as planning & managing the project scope, cost, time, quality, communications, risk and resource for all assigned projects.
* Effectively use enterprise wide tools to plan and manage multi-location, cross-discipline and cross functional projects with focus on project costing, budgeting, schedule management, risk tracking, resource planning, offshore billing and management reporting.
* Provide project/product management expertise via creation and maintenance of project plan, work breakdown structures, schedule estimates, effort estimates and delivery reports. Monitor project progress and lead project status meeting to keep project on track.
* Liaise between customers, vendors and internal groups to ensure delivery of project on time and within budget.
* Define / improve processes and ensure project are managed appropriately in accordance with the firm’s standards.
* Report status to all level of management, customers and other stakeholders at product/project level.

**Company: Barclays Bank. Jun 2006 – Oct 2008**

**Title: Senior Business Analyst**

* Developed Mobile Innovation projects: stating with ideas, completed a competitive analysis, and developed a concepts and business requirements, created visual designs, user stories and product backlogs.
* Review requirements, specifications and technical design documents.
* Create detailed, comprehensive and well-structured functional spec, test plans and test cases.
* Estimate, prioritize, plan and coordinate testing activities.
* Execute all the test case and report defects, define severity and priority for each defect.
* Design, develop and execute automation scripts.
* Identify, record, document thoroughly and track bugs
* Perform thorough regression testing
* Develop and apply testing processes for new and existing products to meet customer needs
* Liaise with internal teams (e.g. developers and product managers) to identify system requirements
* Monitor debugging process results, track quality assurance metrics, like defect densities and open defect counts.