

## PARIKSHIT SHARMA

Mobile: +91-72229-49680; Mail: [parikshit\\_sharma\\_mca@yahoo.co.in](mailto:parikshit_sharma_mca@yahoo.co.in)

### Banking and Financial Services Executive

Rich learning experience of **total 18+ Years** with extensive experience in **Change Management, Business Analysis, Project and Business Management** in varied environments - **Managed Services, 3<sup>rd</sup> party outsourcing, Captives and Start Ups**. While leading Business Analysis & Management, Projects, and Operations Teams, gained expertise in leading cross-domain, cross-functional, multi-geographical teams, resulting in the **delivery of cutting edge Enterprise and Business solutions** through **Waterfall and Agile methodology**; for **clients in US, UK, European & Asian markets**. Been able to forge strong relationships with the strategic partners and build consensus across multiple organizational levels. Progressive track record of continuous learning and skill up gradation, Techno-functional, commercial and Intra-organizational merger experience.

- **Domain Expertise:**

**\*Clearing and Settlement \*Asset and Wealth Management \*Corporate and Retail Banking \*Mobile Banking \*Loan Origination & Servicing \*Customer Experience Mgmt & Engagement – Digital Marketing, Digital Banking & Channels \*Institutional Client On-Boarding – CDD/KYC, AML, FATCA, CRS \* Client Services**

- **Core Competencies:**

**\*Business Analysis & Management \*Change Management \*P3 & Product Management \*IT & Digital Transformation \*Application Development & Support \*Competency Building \*Recruiting & Staffing \*Strategic Initiatives \*People Leadership \*Process Re-Engineering \*Cross-Border Transition Management \*E-PMO**

### Selected Achievements

- ✧ *Successfully delivered varied Business, Business Operations & Technology Transformation projects for US,UK,EU&AUS Banking & Financial Services Clients in varied capacities*
- ✧ *Successfully setup varied Business, Business Operations, Technology Support & Transformation, Business Management teams, CoEs for supporting US,UK,EU&AUS Banking & Financial Services Clients and captives in varied capacities*
- ✧ *Experienced in establishing Multi-Geography, Cross-Functional Business Support & Transition Models, Business Management Teams for US,EMES&AUS clients and captives including Vendors, Platform & Data Aggregators, etc for BFS Industry*
- ✧ *Experienced in presenting new Change Idea/Projects to the Investment Boards & Liaising with, for approvals & updates*
- ✧ *Successfully setup BM, Client Services & Digital Services team for US, EMEA, & Aus regions, **at US Asset Manager***
- ✧ *Successfully transitioned the Client Services process pertaining to Client Reporting including fund, valuations, Client Tax Reporting, Client Compliance(FATCA, CRS, etc) reports, etc and streamlined them globally*
- ✧ *Successfully delivered legacy MO System transformation with Blackrock's Aladdin for Americas, EMEA and Aus regions, and implemented an IT Support operations model including DevOps & AgileOps **at US Asset Manager***
- ✧ *Successfully replaced legacy Marketing Technology with Web CMS, Legacy ETL Tool with PowerBI and integrated with Digital Asset Management System, Salesforce, Pega & PowerBI as a part of Customer Support & Analytics initiatives and Automated Front Line Processes through Pega under Intelligent Automation initiative **at US Asset Manager***
- ✧ *Reduced Time-To-Market by ~ 80% for the Clients & by ~60% for the company through SSP implementation at Sarvasya*
- ✧ *Improved clients Segment profitability by almost 28% through ERSPP client solution **at Sarvasya***
- ✧ *Successfully delivered £ ~1.8M Entity Rationalization Project for merger of four **RBS** entities into one single entity*
- ✧ *Established a practice group for Business Analysis and Project Management and lead it as India Head **at RBS***
- ✧ *Launched One Stop Shop(OSS) Portal for the latest developments and trends in the Business and Technology, Rolled out a monthly newsletter "Competitor Watch" **at RBS***
- ✧ *Promoted to VP Band within 1.3 Years of joining RBS for Successfully delivery of ~£ 3M budget eBanking Platform upgrade with financial benefits of £ 7.5M within 11 months. Received Spot, Bronze, Silver, Gold ovations **at RBS***
- ✧ *Implemented TMMi & CTM models, resulting in delivery quality improved by 98% and rework reduced by 95% **at RBS***
- ✧ *Won several accolades for Under-Budget & Ahead of Schedule delivery of End-to-End OTC Derivatives Transformation project for a Global Investment Bank, while delivering a dual role of BA and interim PM, **at HP***
- ✧ *Delivered significant improvement in CSAT score for Managed services engagements for Responses to 100% from 48% and Resolutions to 98.6% from 36%, through a self designed Business Support Model, Executed an IT Infrastructure deal for replacing lease/rent model, by using discounted cash flow method, as Global Business Operations Lead **at Accenture***

### Responsibility Sphere Highlights

- ✧ **Strategy & Execution:** Digital Strategy, Change Programs Roadmap, Yearly Book of Work, Location Strategy, etc
- ✧ **Business Management:** Cost Center ownership, Vendor Evaluation & Management, Global Stakeholders management, conducting Town Halls, Financial Reviews, BCM planning, Policies, Coordination with Facilities, Transport, Finance, HR, Payroll teams, etc
- ✧ **Business Analysis & Project Management:** BRDs, FSDs, Use cases, process management, solution identification & implementation
- ✧ **Risk Management:** Initial Risk Assessment, RAID Logs, Failure Mode Effect Analysis (FMEA), Operational Risk Management,
- ✧ **PMO:** Governance and Reporting - KPIs, Cost Management, Budgeting & Forecasting, Variances, Benefits realisation, Dashboards, etc
- ✧ **People Leadership:** Lead a hierarchy of competent PMs, BAs, Developers and PMOs; based on organization structure
- ✧ **External Stakeholders:** SEC, RBI, SEBI, MAS, FCA, Exchanges, Custodians, Vendors, Consulting firms, etc
- ✧ **Internal Stakeholders:** Global Business Heads, CIO/COO, Technology Heads, Executive Directors, Regional HR and L&D Heads, etc

## WORK EXPERIENCE

### America's Leading Financial Asset Management Co.

Dec 2019 – May 2020

□ **Position : Vice President**

- ✦ **Worked as Global Head of Client Engagement Group for a new Start-Up division in India** to successfully deliver **Global Client Support Services, RFP/RFI, Due Diligence** - as a part of Front-Line Adviser and Direct Client channel support services to Retail & Institutional clients of **Mutual Fund business, Digital Marketing Services, c ~230 FTEs**
- ✦ **Formulated and Implemented Business Support Model** and transitioned Customer Support activities for **Client Services and FO/MO/BO Operations – Customer Services, Customer Tax Reporting (CTR), CRS, FATCA, CDD, Trade Enrichment, Trade matching & Reconciliations, Clearing & Settlement, DataHub, etc** to India from US & Australia, set up **Digital Marketing team** to capacitate US and Australia teams under **Global Foot-print Expansion**
- ✦ **Formulated and Implemented Digital Strategy** comprising of IT Support, Digital Transformation, Digital Media Transformation (DMT), Digital Marketing (SEO, e-Mail Marketing, Campaign Management, Website ecosystem, etc.)

□ **Role & Responsibilities**

- ✦ Led Client Services, Front-Line Sales Support, MO Operations and Digital Services Teams in US, Australia while **setting up Digital Technology business team, Business Support & Technology team in India comprising of Support & Operations, Technology, UI/UX, Content developers, data analytics professionals, Enterprise PMO for Business Management, with agreed SLA and timelines** in India; as a part of **Global Foot Print Expansion Strategy. SPOC to represent India Unit in Global Forums**
- ✦ **Successfully setup Enterprise PMO for Global Business Management activities, from India for US, UK & Australia business units**
- ✦ **Major accomplishments:** Established Change Management Board, Implemented Pega for Customer Incident & Case Management, for Implementation & Enhancements deployments (through DevOps) for Investment Management Operations IT support, Replaced legacy Hosting with Sitecore CRM & DAM, Work Front for Digital Marketing Agile Operations, JIRA for Agile delivery management, Customer Journeys & Break Points, Touch points, Customer & Website Analytics, Replaced legacy tool with PowerBI for Data Driven Decision Making, Oracle IAM, Integration Huh (Pega-PowerBI-AIS-Aladdin & Salesforce-Workfront-Semrush-PowerBI), Personalization campaigns for B2C and through ABM for B2B, Implementation of Enterprise Agile solutions across the three locations, migration of Reconciliation processes with new self-proposed TOM, STP for a Investment Management client, Dataiku for AVDM, Data Lakes for MO/BO Operations Excellence (Price Verification, Corporate Actions, etc), Chatbot for Client Services, Replaced multiple websites with Single Multi-Regional website structure with updated content on webpages
- ✦ **On-going implementation Business case** – Podcast & Helix Architecture for Content Management, AI/ML to Digital Marketing stack, Automating RFP/RFI processes to boost efficiency, reduce Time-To-Market, as a part of Go-To-Market strategy, ESG Dataset creation POCs
- ✦ **Coordinate with Products, Sales and Marketing Teams, Risk & Compliance, Shared Services Technology & Vendor teams** as per **Global Business Operating Model (G-BOM)** to lead & deliver Change Agenda for **MO/BO Operations, Digital Marketing and Web Presence services including Migration from 3<sup>rd</sup> Party OneCloud to Company's Private Cloud, while supporting other ONECloud instances of hosted mission-critical applications, Vendor & IT Balance Scorecard, Chargeability, Billing, etc**
- ✦ **Present and Liaise with Investment Board Committee** for new Change/Project/Product investment approvals, **Financial Planning, Cost Center Ownership, Simplification & Standardization of Business Processes, Scaling Business Operations**
- ✦ **Liaise with Regulatory bodies, exchanges and custodians across the globe for approvals, updates, resolutions, etc**
- ✦ **Proposed Focus Areas 2020 & OKRs to the Executive Committee, after a thorough brainstorming with my MT, Implementation a Talent Breeding Program with HR and L&D to meet Critical Resource Requirements by nurturing internal talent, improvised Vendor Empanelment process & empanelled IT platform, Data solutions, consulting vendors**
- ✦ **End-to-End resiliency planning & management, including BCM & DR, with Mock Drills, Call trees, etc. Resiliency for COVID**
- ✦ Led transition & stabilization of **MO & BO processes** from US & AU regions, **End-To-End trade lifecycle testing for BlackRock's Aladdin, Introduced a Global Business Change Management & Governance Framework** - while working on institutionalizing it. Part of ANZ Region BO Transformation review committee, SPOC to represent Group in Global Forums.

**Due to COVID-19 impact on the business, the role got deprioritized.**

### Sarvasya (Consulting Start-Up)

April 2017 - Dec 2019

□ **Position : Vice President – Digital**

- ✦ **Worked as Head of Digital for a new age Media Consulting Start-Up, for India, Dubai & Vietnam, with successfully delivery** of Client Services, **client-centric Digital Transformation** programs like Digital Media Transformation (DMT), **Digital Marketing solutions** SEO, e-Mail Marketing, Campaign Management, Content Attribution, etc
- ✦ **Worked as Head of Client Solutions, Successfully delivered self initiated Indigenous Strategic Digital Product initiatives like Expense Reduction & Segment Profitability Program (ERSPP), Lead Management and Client On-Boarding Platform (LeMCO)** for KYC/D checks & Up/Cross selling, Media Process Framework (MPF), Shared Services Platform (SSP) for Shared Operations optimization and transitioning of processes; as **Product Owner, through Agile SCRUM, Data Management, Visualization & Reporting, RPA, etc**
- ✦ **Setup and scaled up a Business function for Digital Marketing comprising of technologists and digital marketers.**
- ✦ Coordinate with Company's & Client's Sales and Marketing Team, Technology & Vendor teams, **Regulators – DOT, Ministry of Information & Broadcasting, Vendors Partners for Business Model and IA implementation**

- ✧ Additional responsibilities: RFQ/RFI responses - from Technology & Solutioning perspective, Strategic Initiatives, Business Unit foot print expansion to Dubai & Vietnam, establishing Analytics & Automation COE, Business Management Activities

**The Royal Bank of Scotland**

**Nov 2013 to Mar 2017**

□ **Position : Vice President**

- ✧ Worked as India Head of Finance Change Management and Head of Finance Portfolio Office (FPO) at VP Level ~350 FTE
- ✧ Worked as India Head of Customer Operations Change Group and PMO at AVP Level ~125 FTE
- ✧ Responsible for Global Sr. Leadership advisory, Business/Operations/Technology Change Management, E-PMO, BAU Stabilization, Strategic Initiatives (CIO/COO/CAO office), Cost Management, Financial Planning, Balance Scorecard, End-to-End Governance, Web Content on Inter/Intra-net sites, Establish On/Offshore IT Business Operating Model, People Leadership, Transition processes from UK to India, BCP – Mock drills, Resource Back-Up drills, Call Tree testing, etc
- ✧ Established FPO as E-PMO to coordinated with Investment Board committee, Regulatory committee for new project approvals & Updates on progress, budgets, run rate, variance analysis, resource planning & Utilization, MIS for Sr. Mgmt, BCM Updates, Vendor Management, IT & Vendor Balance Scorecard, Cost-Benefit Analysis, Cross-Charging, Billing & etc. SPOC to represent India Unit in Global Forums, Empanelled Training vendors for Up/Cross-Skilling Strategic Initiatives
- ✧ Successfully delivered Data-Driven Analytics Transformation Program - £ 3M eBanking Platform Digital Transformation (Business & Consumer Banking and Wealth Business) comprising of implementation of BI tool, SEPA 3.0, Testing Model TMMi, RPA – Openspan (Pega) for Statement Frequency & Name and Address Remediation (NAR), e-Wizard for GoPaperless, Digital Marketing Channels Strategy Alignment, £ 1.8M Database Change & Upgrade (forms, NAR, postcodes, etc), Mortgage-Engine upgrade with MMR Regulation, Intelligent Office2.0 & Intellimatch implementation for Wealth & CIB Business, and Business Management, under Customer Operations & Analytics Change Management, £ 2M Segment Profitability project (Blue Prism for Financial Product & Data processes) for Commercial Banking Product Management Team, implemented Big Data Analytics tools & technologies under Finance Change Management
- ✧ Successfully delivered Strategic Initiatives: Simplification & Standardization – Change Delivery Framework P3M – New Change Delivery Framework (BA Work stream), FPO Portal (for BAs, PMs & PMOs), Employee Engagement Portal, Testing Model - TMMi, Automating Client Services for “Go-Paperless” Competency Development – BPT (BA-PM-Testers) Competency Framework, “Big Data Boot camp for Techies”, “Agile SCRUM For All” - Agile SCRUM CoE, Awareness initiatives: Net Promoter Score (NPS) Awareness Week, Customer Master Classes; resulting in improved customer satisfaction scores
- ✧ Additional responsibilities: Coordinating with Regulators (India, UK & Singapore), Conducting Town Halls, Business Unit’s foot print expansion to Poland

**FIS**

**Dec 2012 to Oct 2013**

□ **Position : Sr. Consultant/ Sr. Manager**

- ✧ Worked on £ 165M Business Change Management for the UK market’s 2<sup>nd</sup> most widely used Wealth Management Advisory Work Station – Intelligent Office2.0, integration with 3<sup>rd</sup> party applications for Bonds, Mortgage, General Insurance, and for Financial Planning, evaluserve for market data operations, in the capacity of a Scrum Master
- ✧ Key Regulatory compliance focus areas were Mortgage Market Review (MMR) & Retail Distribution Review – Advisor Charging (RDR) compliance through Agile SCRUM methodology
- ✧ Worked on Quad-Party Collateral Management system implementation Agenda and Business Model preparation
- ✧ Worked on webservices based integration PFP module- for client reporting, valuation tracking and client payments

**Mphasis, an HP Company**

**March 2010 to Dec 2012**

□ **Position : Associate Business Analyst/Associate Manager**

- ✧ Worked on ~\$250M Front Office - Business Transformation projects for Institutional Client On-Boarding for America’s largest bank (by AUM) and Europe’s biggest Bank, transforming manual KYC and Client On-Boarding processes into Cloud-based integrated solution for LOBs – Intermediation, OTC Derivatives & FX Clearing Settlement, to meet Regulatory Compliance
- ✧ Led Product development of indigenously developed Institutional Client On-Boarding product, by Mphasis-HP in the capacity of Product Owner, Later Set Up & Led New Client Acquisition team to target Financial Services clients
- ✧ Worked on Bank’s ~\$700M Technology Transformation project for implementing Wealth Station for AWM Business, Loan IQ, Documentum, etc. for Mortgage & Commercial Lending business, TeraData, AbInitio for Data Analytics, Warehousing & Management, CEM (UnifiedWEBAccelerator) solution suite – (Mobile Banking, Digital Marketing services, Customer Subscription Services, Guided Selling), on Citrix cloud for Customer Acquisition & Experience, under the Bank’s Digital Strategy
- ✧ Led successful transitioning of Business Support processes from US to India for a Global Investment Bank
- ✧ Consulting assignment for ~\$130M Technology Transformation of Collateralized Borrowing & Lending Operations platform
- ✧ Competency development initiatives: Domain Round Table, Project Spotlight, Town hall prep-up, Article in Company magazine
- ✧ Business Manager for competency group - Resource, Expense and Budget forecasting, Variance Analysis, Procurement & Billing, Vendors management, etc
- ✧ Team manager for team of BAs, SCRUM Masters, developers & Testers

**Accenture Services Pvt. Ltd.**

**Feb 07 to Mar 10**

□ **Position : Software Engineer/Business Analyst**

- ✧ Worked on Cloud-hosted portfolio management Advent Geneva 8.5 for Investment Management operations comprising of Equity, FX, FI, Swaps, etc with web services based real time price seeds from Bloomberg for pricing, Securities Reconciliation, Clearing & Settlement, etc. Worked on Cloud-hosted Project & Portfolio Management (PPM) support project for a Multi-

Client engagement, implemented Business Support (L1, L2, L3) & Testing (L2/T2, L3/T3) Models, Cost Reduction, Variance analysis, Run-Rate analysis, Blue-and-Black Book metrics reporting, Balance Scorecard, MIS, and led Change Advisory Board as Global Ops Lead with exposure to collaboration tool like Sharepoint

- ✧ Worked on **Business Transformation project and UAT** for **retail banking LOB**, enabling with self-service capabilities for products like mortgages, cards, loans, accounts in US market for **Mobile Banking, on Global Business Transformation Program** - **UAT** for replacing legacy sales system with **Globally Integrated POS (G-PoS) system for Cash & Cards payments** in US, Canada and UK market's **BFSI, Oil and Gas clients**
- ✧ Functional team management of support specialists.

### **Additional Information**

- ✧ **Mar 06 to Dec 06** – Worked with Asian Paints Ltd., as Officer - Sales Administration
- ✧ **Jan 02 to Mar 06** – Worked with Ashoo Computers, as a software developer
- ✧ Experienced in Presales, Sales presentation, conducting Conference Room Pilots (CRPs), Cost-Benefit, SWOT analysis

### **ACADEMIC QUALIFICATIONS**

- **2009:** Executive MBA in Global Business Management | **I. I. M Calcutta, Kolkata (West Bengal)**
- **2008:** M.B.A. – I.T. (Distance Education Program) | **Sikkim Manipal University, Udupi (Karnataka)**
- **2006:** B.C.A. | **Pt. Ravishankar Shukla University, Raipur (Chhattisgarh)**

### **Certifications**

- **2022:** Certified SCRUM Product Owner, Certified Scaled Agile Expert, Kanban, ISO31000 Enterprise Risk Manager, ISO31000 Lead Implementer
- **2020:** Certified Digital Marketing Expert by ICTRD, Change Management by IBMI - Germany
- **2018:** Certified in Mutual Funds (Series V-A) by NSE & SEBI (Indian Capital Markets regulator), Certified in Insurance by IRDA (Indian Insurance Sector Regulator)
- **2017:** Lean® SixSigma Green Belt; ASQ – US
- **2016:** Certified SCRUM Master®
- **2015:** Prince2® Practitioner – [AXELOS], Future Leaders Program Accredited by RBS - competency score : 5/5
- **2014:** Certified Interviewer Skills (Non-Volume Recruitment) by RBS
- **2012:** ITIL® 2011 Foundation; GUV Germany
- **2010:** Certified in Mutual Funds,
- **2009:** Certified in Financial Markets

### **Trainings**

- **2022:** ESG Impact on Corporate Earnings
- **2021:** ESG Reporting & Performance Drivers by Refinitiv, Addressing Challenges with ESG Data by DigiFin and State Street, ESG Investing
- **2020:** ESG Industry Readiness by Refinitiv, Search Engine Optimization (SEO) Workshop, Weekend Content Workshop
- **2019:** AgileSHIFT® for Enterprise Agile by AXELOS, Leadership in Digital Transformation, IoT in Digital
- **2018:** Change Management 3.0
- **2016:** Leading Leaders Program - RBS
- **2012:** Certified Business Analysis Professional Trained – HP
- **2011:** Front Line Managers Mentoring Program, Young Managers and Leadership Program by HP
- **2010:** Project Management Professional (PMP)

### **Software Proficiency**

#### **Packages/Tools**

| MS Office 2003/7, **MS Visio**, HP & IBM Testing Tools | **RPA**– Blue Prism, Pega | **MDM tools**– Toad 8.5, My SQL | **Wireframing**– UML, Grass hoper, BaqIsamiq | **AWM**– Blackrock's Aladdin, Deutsche Bank-DBGO/PBGO, db Clear (Clearing & Settlement), AIS, Sungard-WealthStation, Bloomberg AIM, Advent Geneva 8.5, Intelligent Office 2.0 (Wealth Management Advisory Product), Mortgage Gain and Trigold (Mortgage valuation products), Advisa Centa | **Project Management**– JIRA, Work Front, Planview, MSP | **Integration**– Biztalk, Informatica B2B Data Exchange, TIBCO | | **Source Code Control** - Git, MS VSS | **Collaboration**– Confluence, SharePoint |

### **Other Information**

- ✧ **Address:** B-104, Shri Balaji Residency, Ahinsa Khand –2, Indirapuram – 201014 (U.P.), India
- ✧ **Languages:** Proficient in English and Hindi
- ✧ **Marital Status** - Married
- ✧ **Other Interests:** Traveling, listening to music, reading motivational books and articles
- ✧ **COVID-19 Vaccination Status:** FULLY VACCINATED - COVISHIELD

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