

NITIN SHARMA

Program Manager, Charlotte, NC

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PROGRAM MANAGER

Program Management | Project Management | Business Analysis | Founder

Founder of a healthcare Cost Calculator (<http://savemyhealthmoney.com>). Aiming to make a difference by building products that build transparency and bring customer satisfaction. Accomplished IT leader with 18+ years of experience in banking IT projects, program management & business analysis. Successfully executed large merger projects, Compliance/regulatory program and Learning & Delivery program for fortune-500 clients. Determined to build products to bring cost saving and transparency.

- Conceptualized & Founded a new healthcare financial website to bring transparency for healthcare insurance customers
- Core experience includes IT Program Management for LIBOR to SOFR Transition for a large bank, Project Management & Business Analysis for large M&I program and developmental bank's Application Development & Maintenance projects
- Delivered large-scale software development projects by effectively collaborating, establishing, and leading large teams in onsite-offshore model
- Strong financial domain experience for Risk & Compliance, IRAs, Tax Reporting, Developmental Finance, KYC/AML, Loan, Syndication & Insurance with CFA level-1, LOMCA, INS Certifications
- Managed program & project budgets and cost, baseline, cost deviations, schedule deviations, Scope Creep using tools such as Microsoft Project Plan, JIRA and Clarity.

CORE COMPETENCIES

Delivery management | Product Management | Stakeholder Management | Vendor Management
Project Utilization & Profitability | Forecast, Metrics & Dashboard reporting | Incident Management
Change Management | Risk Management | Quality

ACADEMICS & CERTIFICATIONS

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- Said Business School, University of Oxford, Fintech Program 2017
 - B.E. from National Institute of Technology (NIT), Nagpur in 2003
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- Cleared CFA Level-1 (Chartered Financial Analyst) from CFA Institute, USA |
 - Agile Framework - Certified Scrum Master (CSM) |
 - LOMA 280 (Life Office Management Association) | LOMA 290 | LOMA ACS100 | General Insurance - INS 21 | L&D - Certified Professional in Workforce Development (CWD) by HCG Inc

WORK EXPERIENCE

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- June'2003 – Till date with Cognizant Technology Solutions

Program Manager

Sep 2019 – Till date

Client: Wells Fargo

Charlotte, NC

Program Summary: LIBOR rigging scandal brought concerns over structural weaknesses for this benchmark. Alternative Reference Rates Committee (ARRC) convened in 2014 to establish an

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alternative benchmark. Wells Fargo joined all leading banks to transition from the LIBOR rate to an alternative Secured Overnight Financing Rate (SOFR) by 2021. This program team contained resources that are in the role of providing oversight, credible challenge; comprehensive reporting for the technology component of 10 responsibility centers who are managing the technology changes required for 250+ applications in the enterprise.

Roles & Responsibilities:

- ✓ Managed Application Master List for 250+ applications and maintained Technology System Plan and dependencies for SOFR Rate readiness
- ✓ Designed and supported Operating model and delivery strategy for the program leading cross functional teams
- ✓ Built integrated Program Strategy and Risk management tool successfully for early warning system for LIBOR rate transition tracking 150+ BRDs, 300+ implementations
- ✓ Presented progress and potential risks to executive leaders on fortnightly basis
- ✓ Partnered with Program Technology PMO to support timely and accurate reporting of milestones and dependencies and response to regulators
- ✓ Managed Dependencies and milestone tracking at application level and highlighted potential conflicts and deployment delays

Project Manager, Lead Business Analyst

April 2016 – Aug 2019

Client: World Bank Group (IFC)

Washington DC, USA

Project Summary: IFC is part of World Bank Group and a developmental finance institution. It funds private companies every year approximating \$19 billion globally focusing on environment, FCS, LIC countries. As part of the infrastructure, iDESK and iPORTAL are 2 key front end applications that support 1000's of IOs across geographies. These IT systems support Deal Due diligence, Origination, KYC, Supervision and workflow management. My team was responsible for setting up 10+ workflows over the time for different loan events and setting up various loan origination templates.

Roles & Responsibilities:

- ✓ Managed the development of IT systems for tracking IFC's direct mobilization like Asset Management Company (AMC) and Managed Co-Lending Portfolio Program (MCP) for over 1000 Investment Officers
- ✓ Streamlined Integrity Due Diligence (IDD) process for Investment services.
- ✓ Worked with Product Owners to secure, prioritize and align cross-functional, cross-domain delivery teams to deliver projects.

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- ✓ Built in-house Platform for a developmental bank to enable Syndicated Investment financing for total six financing institutions. Set up 10+ Loan Templates and Workflows using BPM Tool PEGA
- ✓ Responsible for project initiation including team setup, KPI definition & project SLAs
- ✓ Published project level metrics, highlights; identified risks and mitigation in the project dashboard
- ✓ Involved in effort estimation, resourcing and budgeting
- ✓ Led team for Requirements Gathering, Business Process Modeling, Gap Analysis, Product Customization using Business Analysis techniques and tools.
- ✓ Ensured Change Management, Communication strategy to enterprise and Knowledge Dissemination.
- ✓ Created As-is process flow to highlight gaps and the enhanced to-be process flow using Microsoft Visio.
- ✓ Delivered presentation to business team highlighting process gaps, pain points, integration benefits while interviewed C-level executives to identify functional gaps.

Project Manager

Aug 2013 – March 2016

Cognizant Academy

Gurugram, India

Project Summary: Cognizant Academy (L&D) rolled out a Learning product 'Cognizant Career Architecture' (CCA) aiming to streamline organization's effectiveness in hiring, learning, progression based on the role. This internal product helped Cognizant achieve its Tier One goal and came under Organization & People – Strategic Initiative goal set out as part of Cognizant 2015 vision. This framework helped an employee pick a career track that matched capability, interest and company needs. CCA helped to get a better understanding of current role, role expectations, learning needs, performance standards, and multiple career options.

Roles & Responsibilities:

- ✓ Led enterprise level learning product CCA (Career Architecture) impacting learning of 10,000+ employees in multiple service lines. Applied key learning frameworks from ADDIE, SAM, MOOC & Bloom's taxonomy. Responsible for vendor management for two lines of businesses
- ✓ Project management & implementations for CCA product for three service lines
- ✓ Facilitated vendor management for external training providers
- ✓ Setup Mercer Role Competency Framework & Role Skill Competency Framework
- ✓ Managed setting up Role Development Plan (RDP) for an associate
- ✓ Designed Project Manager Competencies and solutions using ADDIE model
- ✓ Supported RDP deployment and change management for the BU

Project Manager

Aug 2013 & Prior

Client: Wells Fargo

Pune/Charlotte

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Project Summary: Due to the merger between Wells Fargo and Wachovia, it was decided to retain Wachovia z/OS platform with necessary software enhancements & modernization. This meant restructuring the Target model while adding new functionalities and converting/migrating the data to the new server. Multiple projects were executed to build Target End Platform to support all the new States inherited by Wells Fargo & connectivity with existing and new interfaces was established. Brokerage IRA data was converted and migrated from Thompson Reuter BETA (West) to BETA (East) in phased manner. Front-end interfaces with core backend system were supported by Message Queues. M&I scope of role included end to end from Architecture changes, Requirements Scope until Post Implementation support.

Roles & Responsibilities:

- ✓ Spearheaded merger and integration program for two large global banks in Wealth, Brokerage & Retirement (WBR) domain on z/OS technology platform for \$30 Billion customer assets. Executed Migration and Data Conversion projects for one million+ IRA accounts and re-hosted 4 critical apps on Mainframe server
- ✓ Managed cluster of four critical applications for maintenance & enhancements at onsite-offshore
- ✓ Responsible for Planning, coordination, monitoring and control for the projects. Client liaison and coordination with the offshore teams. Status reporting to client management
- ✓ Escalations and issue resolution. Ensured on time delivery from offshore and onsite teams
- ✓ Executed compliance projects for 40 states for 1099 IRA Tax reporting

ACCOMPLISHMENTS

- Authored white papers on SAM (Course Design), LMS (Learning Management System), Blockchain articles, Start up on Blockchain :
 - [Equifax Hack and Proposal to solve the problem using Cryptography](#)
 - [Blockchain market research for Big-4 Consortium](#)
 - [Blockchain & Cross Border payment](#)
 - [KYC in Blockchain](#)
 - [Blockchain & Cross Border Payment - primer](#)
 - [Blockchain & Trade Finance](#)
 - [Digital Transformation](#)
 - [Smart Products & Skill-set](#)
 - [Blockchain & Financial World](#)
 - [University Grade Transfer](#)
- Two times Speech contest - Area level winner at Toastmasters International
- CSR Council Lead of Cognizant Outreach and Cognizant Foundation
- USA Ballroom dance competition winner
- USA Archery Coach & VA State winner