



# SOUMYANSU SARKAR

Program & Project Management | IT &  
Business Strategy | Transformation Leader



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<https://soumyansusarkar.github.io/CV/>

*Actively pursuing a dynamic position that leverages expertise in leading projects, designing innovative solutions, and driving IT & Business strategies for organizational growth.  
Seeking opportunities with leading organizations in the Financial and IT Industries*



## Education

2007

B.Sc. in IT from International American University (University of Los Angeles)

2003

12th from Central Model School Barrackpore (CBSE Board), Kolkata



## Core Competencies

Project Planning and Execution

Risk Management

Issue Management

Agile Transformation

Workflow Design and Optimization

FOREX Trading Platform

Vendor Management

Financial Services

Treasury Operations

IT Leadership / Team Building

Customer Relationship Mgmt.



## Profile Summary

- Seasoned professional with a proven track record of over 22 years in delivering successful projects, implementing cutting-edge solutions, and fostering strong client relationships across the financial and IT sectors across geographies.
- Currently serving as AGM Program and Project Management at Expleo Group, deputed at RAK Bank Dubai UAE.
- Expertise in complex solutions building and application owner of FOREX trading platforms
- Demonstrated success in managing complex, large-scale projects with multiple stakeholders, including CXOs, and delivering them within scope, budget, and time
- Proactive learner with a flair for adopting emerging trends and addressing industry requirements to achieve organizational objectives and well versed with Waterfall, Agile / Scrum and Hybrid methodologies
- Excellence in managing end-to-end delivery of medium to large-scale transformation projects from initiation and planning through execution, monitoring, and closure—including chartering, SOW, scope and cost estimation, risk management, quality control, and lessons learned, all in line with organizational standards.
- Developed strategic relationships with PMO and Center of Excellence team to impact decisions, support initiatives, clarify and communicate customer service performance
- Champion with a strong focus on quality & governance, and acts as a catalyst for change, facilitating continuous process improvements for transformative results and delivering peak-performing teams / improved frameworks which are efficient and cost effective
- Resourceful in establishing & nurturing strong rapport with key clients/ stakeholders and developing suitable products for them as per their requirements
- Exceptional leadership skills, with a talent for decision-making and resource management, resulting in increased profitability and improved organizational performance



## Certifications

- Project Management Certificate from Google
- Financial Markets – FOREX from Refinitiv
- At Juniper Learning Academy:
  - Juniper Networks Sales Associate - Enterprise; Firewall; Enterprise Routing; Policy and Access; Wireless LAN (WLAN)
  - The JUNOS Software Advantage
  - Network Infrastructure
  - Juniper Networks Sales Tier - Advisor
- Soft Skills and Communication Skills through Impact International Learning Centre
- Leaders' Program through Talent Transformation at Wipro
- Information Security Risk & Compliance from IRMC Academy



## Technical Skills

- OS Windows, Linux.
- IT Networking
- Microsoft Projects
- Microsoft Office Tools
- Designing in CorelDraw, Adobe Photoshop

## Achievements

- ⊗ **At RAK Bank:** Delivered RAK Bank's Top 3 strategic project of FY 2024–25: FX Transformation with live, personalized rates via promo code logic and pioneered UAE's first trade finance live rate integration, overcoming legacy system constraints
- ⊗ **At Mizuho Bank:** Directed PAN India operational strategy, BCP execution, and digital enablement initiatives and Strengthened audit readiness and governance across branches
- ⊗ **At HDFC Bank:** Optimized Treasury FOREX platforms (FXall, EIKON, Workspace, AIALgos) and delivered tailored Front Office solutions, implementing proactive issue detection and structured incident management to enhance efficiency and profitability
- ⊗ **At Refinitiv/LSEG:** Led enterprise-wide projects across India and the Middle East, engaging C-level stakeholders to deliver end-to-end implementations and built long-term vendor/client partnerships
- ⊗ **At Wipro Infotech:** Won and delivered large-scale bids (UBI-EDW, BOI, NABARD, Allahabad Bank) and managed procurement strategy, vendor negotiations, and service delivery across West India

## Work Experience

Sep 2024 – Present: AGM Program and Project Management

Expleo Group deputed at RAK Bank, Dubai UAE

Key Result Areas:

**Forex Transformation Project (Top 3 Project of FY 2024–25, RAK Bank UAE)**

- ⊗ **Led the successful delivery of a Forex (FX) Transformation initiative**, enabling live, personalized exchange rates via promotional code logic (As-a-Service) for corporate and retail banking customers.
- ⊗ **Pioneered UAE's first integration of special trade finance rates**, overcoming legacy core system constraints and the inherent complexity of trade transactions.
- ⊗ **Launched dynamic rate offerings across digital banking channels**, enhancing customer experience and driving adoption in both corporate and retail segments.
- ⊗ **Architected and deployed a robust microservices-based integration**, seamlessly connecting internal banking systems with the Electronic Trading platform by LSEG.
- ⊗ **Orchestrated cross-functional stakeholder alignment** across wholesale banking, retail, treasury, operations, and IT to ensure smooth program execution—recognized as one of the bank's top 3 strategic projects for FY 2024–25 due to its scale, complexity, and impact.

Apr 2024 – Sep 2024: VP and Head of Operations Planning

Mizuho Bank, Mumbai

Key Result Areas:

- ⊗ **Led strategic planning and execution of all new operational initiatives**, acting as the key interface between Business and IT to ensure alignment, timely delivery, and measurable impact across functions.
- ⊗ **Formulated and implemented a comprehensive strategy for operational excellence**, focusing on process optimization, cost efficiency, and risk mitigation across PAN India operations.
- ⊗ **Designed and executed the annual Business Continuity Plan (BCP)** for India, including successful coordination and completion of BCP drills across critical business units to ensure resilience and regulatory compliance.
- ⊗ **Governed internal and Head Office policy frameworks**, ensuring consistent adherence to global standards while tailoring procedures to local regulatory requirements.
- ⊗ **Provided strategic and operational support to PAN India branches**, enabling seamless coordination across retail, corporate, and support functions.
- ⊗ **Mentored and led a cross-functional team**, fostering a culture of accountability, innovation, and continuous improvement to meet organizational goals and KPIs.
- ⊗ **Introduced governance mechanisms for project tracking and reporting**, improving visibility and control over timelines, budgets, and stakeholder engagement.
- ⊗ **Strengthened operational risk controls and audit readiness**, proactively identifying gaps and implementing corrective actions to ensure compliance and operational integrity.
- ⊗ **Championed digital enablement initiatives**, identifying opportunities for automation and system enhancements to streamline workflows and reduce manual dependencies.

Nov 2022 – Mar 2024 | AVP – Business Solution Group (IT)

HDFC Bank, Mumbai

Key Result Areas:

- ⊗ **Analyzed Treasury and Front Office business requirements**, delivering tailored (standard and bespoke) solutions to enhance operational efficiency and profitability.
- ⊗ **Owned and optimized the full suite of Treasury FOREX Trading applications**, including Electronic Trading, FXall, EIKON, World Check, Workspace, and AIALgos—ensuring seamless performance and workflow enhancement.
- ⊗ **Led end-to-end project management** for new initiatives and application enhancements, driving timely delivery and stakeholder alignment.
- ⊗ **Managed internal and external audit responses**, ensuring compliance and risk mitigation across Treasury systems.
- ⊗ **Acted as a key liaison** between Treasury/Front Office, IT teams, and vendor partners, resolving issues and aligning expectations to maintain high service standards.
- ⊗ **Mentored and led a high-performing team**, fostering skill development and accountability.

- ➊ **Implemented a proactive issue detection framework**, continuously monitoring systems and processes to identify and address risks before escalation.
- ➋ **Developed a structured issue prioritization model**, categorizing incidents by severity and business impact to streamline resolution.
- ➌ **Established transparent communication channels** for issue reporting and resolution across business and technical teams.
- ➍ **Conducted in-depth root cause analyses**, addressing systemic challenges and preventing recurrence.
- ➎ **Championed a customer-centric culture**, resulting in measurable improvements in satisfaction and loyalty.
- ➏ **Built robust feedback loops with internal and external stakeholders**, leveraging insights from surveys and interviews to drive continuous improvement in products, services, and processes.

Aug 2016 – Oct 2022: Project Manager  
Refinitiv (LSEG), Mumbai

Key Result Areas:

- ➊ **Led complex, enterprise-wide projects across India and the Middle East** (Dubai, Bahrain, Kuwait, Morocco, Oman), managing diverse internal and external stakeholders including C-level executives
- ➋ **Directed pre-sales strategy**—scoping, pricing, and proposal development (RFP/RFI/SOW)—to secure high-value client engagements and drive business growth
- ➌ Managed project budgets, resource allocation, and delivery timelines to ensure profitability and exceptional client satisfaction
- ➍ **Oversaw end-to-end implementation of new installations and system upgrades**, including post-production support for multiple applications
- ➎ **Built and nurtured strategic partnerships with vendors and clients**, enabling seamless development, integration, and repeat business
- ➏ **Established governance frameworks with steering committees**, status reporting, and risk management protocols to ensure transparency and control
- ➐ **Delivered client presentations and demos**, customized solutions, and technical consulting aligned with delivery schedules
- ➑ **Designed and executed operational strategies**, process enhancements, and transition plans across diverse organizational layers
- ➒ **Conducted IT blueprinting** and need assessments to align technology mapping with business goals
- ➓ **Championed customer-centric delivery models**, resulting in improved satisfaction and long-term client relationships

Jul 2012 – Jul 2016: Manager  
Wipro InfoTech – Wipro Ltd., Mumbai

Key Result Areas:

- ➊ **Led end-to-end bid management and procurement strategy across West India**, securing large-scale contracts (UBI-EDW, BOI, NABARD, Allahabad Bank) and overseeing vendor negotiations, POs, and service delivery across verticals.

PREVIOUS WORK EXPERIENCE

Aug 2010 – Jun 2012: National Business Manager (IT Services-Sales) at AGC Networks Ltd. (An Essar Enterprise), Mumbai

May 2008 – Jul 2010: Technical Support for South Asia at Thomson Reuters India Pvt. Ltd. Mumbai

Jun 2007 – Nov 2007: Team Leader for Collections in Barclays Bank at Intelenet Global Services (Sparsh) Mumbai

Mar 2006 – Dec 2006: Senior Technical Support for Optus ISP at Convergys India

Jun 2004 – Mar 2006: Senior CRE Household Collections HSBC at Intelenet Global Services Mumbai

May 2003 – Jun 2004: Technical Support for Microsoft MSNIA at Wipro Spectramind Mumbai



Soft Skills

Negotiation & Conflict Management	Team Building & Interpersonal Skills	Analytical Problem Solving
Visionary and Decision Making	High Business Ethics & Trustworthy	Leadership and Delegation



Personal Details

Date of Birth	12 <sup>th</sup> December 1983
Languages Known	English, Hindi and Bengali
Present Address	Spring Oasis Tower, Flat- 1916. S P Oasis Street, 2, Dubai Silicon Oasis, Dubai, United Arab Emirates.
Nationality	Indian
Driving License	4858305 (Dubai)
Marital Status	Married
No. of Dependents	1