

Shalini Kumari



meet.shai@gmail.com



+917755933357



[linkedin.com/in/shalinikumari1](https://www.linkedin.com/in/shalinikumari1)

Summary

A highly dynamic and versatile leader in technology having 16 years of professional experience.

Expertise in integrated technology solutions by building and leading strong global teams (team size - 50, annual budget - \$4 million), managing the end-to-end delivery process from understanding the business need, explorations of different solution ideas and implementation of a technology solution that meets the business need.

Delivered results that have included a 3X reduction in technology costs and a 4X decrease in time to market for Technology projects, serving as key drivers of cost efficiency, agility, and ability to innovate.

Expert in stakeholders management, devising strategic roadmap, finance planning, profit & loss analysis & budgeting.

Technologist at heart. Huge experience in designing highly performant & scalable enterprise wide platforms end-to-end.

Experience in developing captive units including building capabilities in development, QA & requirements functions within a technology organization.

Product Owner Experience :

Leading the global CRM platform for Citi Commercial Bank business from India, team-size - 50, User Base - 8000, technology budget - \$4 million.

6 years of experience into Salesforce CRM and MSD CRM.

Managing the end-to-end delivery process from understanding the business need, explorations of different solution ideas and implementation of a technology solution that meets the business need.

Huge experience in work planning, estimating/budgeting, improving operating margins, productivity measurement and management, resource planning, risk assessment, expectation management.

Helped the Commercial Banking Sales business revenue to grow by 15% by enhancing strategies & platforms, implementing innovative cutting-edge technology solutions & removing manual touchpoints.

Helped in cutting headcount expenses by \$1million by setting up an in-house team of core Salesforce developers keeping in mind the operating margin.

Experience



Vice President

Citicorp services India private Limited

Sep 2014 - Present (8 years 7 months)

Global CRM platform for Citi Commercial Bank :

Leading the global CRM platform for Citi Commercial Bank business from India, team-size - 50.

Managing an overall technology budget of \$4 million.

Projects:

1. MSD to Salesforce Migration project :

The platform is spread across 42 countries. Initially only 2 countries were on Salesforce whereas rest were on Microsoft Dynamics. platform. This project aimed at bringing a unified platform and experience across the entire user-base. It involved data migration and country specific enhancements.

I was responsible for the overall design & execution. This project helped in platform stability and better user adoption.

2. Marketing Cloud :

This project aimed at establishing the Marketing Cloud platform for the CCB business. Earlier Outlook was used for campaigns. This was manual, error-prone and a very time consuming process. The Marketing Cloud platform helped to overcome these problems. Around more than 80 campaigns were launched in the first 6 months. The Marketing Cloud Connect feature provides seamless connectivity with Salesforce. I led the analysis, design & implementation. This project involved activities SAP setup, org setup, SSO, Domain delegation, audience building, automations setup etc.

3. Cross Referral initiative between CCB & PB

Drove the cross referral initiative across different business in Citi, which helped to bring 200 cross referral opportunities, & \$4million additional revenue. As relationships mature, they have potential to generate over \$20 million revenue.

4. Introduction of strategic tools :

Helped to ensure and evolve the overall stability of the platform by introducing a number of tools.

Capstorm - A reliable backup solution for Salesforce

Event Monitoring - Capture of platform usage, help drive adoption

Flosum - Automate the CI/CD process, & help improve productivity.

5. CCB Data Lake Intg.:

All core features were retained in CRM , whereas all complex flows were moved to the EAP system.



Software Designer

Royal Bank of Scotland - RBS

Jul 2011 - Aug 2014 (3 years 2 months)

1. Global FX - Core FX Platform

The FX Platform is the global foreign exchange front office trading system for RBS. It supports the organisation's FX business by providing FX trade and order management ,Risk management / Position keeping , P&L reporting , Maintain Static Data.NDI – (New Deal Interface) It's a middle tier application which constitutes of various physical / logical services, exposed through API.

Contribution:

Worked as a module lead for the FX front office trading platform and took care of the project module end-to-end.

Engaged in coding, estimation, and design, and provide production deployment support for the project components – GFX and NDI (Payment booking.)

Directly interacted with the stakeholders of the project and managed the project end-to-end.

Rectified bugs in code during testing.

Took ownership of the project and represented the team in all meetings with client and organization's internal meetings.

Diligently handled production issues and resolved them on time.

2. Payments Booking System

This aim of the project was to design a system to enable booking, amends and cancellation of payment trades via the GFX Client and other front-office booking applications. The booked trade then flows down to the downstream applications for confirmations and settlement.

Contribution:

Involved in the design and development of the project.

Directly interacted with the stakeholders of the project and managed the project end-to-end.

Rectified bugs in code during testing.

Took ownership of the project and represented the team in all meetings with client and organization's internal meetings.

3. Fees Management System

Fees Management provides a web-browser based means for automating the management of commissions to distributors which they are entitled for. The bank enters into agreements with distributors for the sale of their products and uses fees management system for commission pay-outs, accurate calculations and audit, security and regulatory compliance.

System Engineer

IBM

Dec 2008 - Jun 2011 (2 years 7 months)

1.DTP – Fixing and Flows

The aim of the project was to deliver a system that captures fixings for vanilla TDI instruments and allows a user to approve those fixings before being applied to the database.

This solution used was a new GUI using the existing TEC and NEO (RBS in-house) infrastructure and ensured a consistent use between all global locations for all functionality using TEC.

Contribution:

Involved in coding, estimation and design, and provide production deployment support for the project.

Rectified bugs in code during testing.

2.CRM Outlook Platform

This is the Outlook based CRM platform for the Markets business with user base of 20k spread all over the world.

Contribution:

Acted as an architect in solution designing – built highly robust and highly performant technical solution, leveraging the latest technologies.

Lead the end-to-end project lifecycle and application deliveries for this project.

Ensured seamless delivery with minimum defects.

Displayed strong risk taking abilities – especially during demanding project timelines and resource crunches.

Great communication skills – Helped to establish strong rapport with business, and great part

Forward looking and effective leadership skills – Helped to steer globally dispersed team in the right direction.



System Engineer

Nihilent Technologies Inc

Apr 2008 - Nov 2008 (8 months)

Worked as a dotnet developer & designed an interactive VoIS application on mobile.

Engaged in coding, design and testing.

Education



Bhagalpur College of Engineering

Bachelor of Engineering - BE, Computer Science & Engineering

2003 - 2007



S.M. College, Bhagalpur

Science

2001 - 2003



Mount Carmel School,

Xth

1989 - 2001

Licenses & Certifications



IBM Certified Associate Developer - AIX Basic Operations V5



Completed Oracle 9i – SQL Certification.

Skills

Leadership • Program Management • Project Delivery • Communication • Stakeholder Management • Portfolio Management • Recruiting • Salesforce.com • .NET Core • Information Technology

Honors & Awards



Awards & Honours at Citi - Citi

Received numerous awards at Citi for outstanding contribution and leadership - 1 Platinum, 3 Gold & 2 Copper awards at Citi .

Selected in various niche leadership programs at Citi. These programs are offered to the top 1% of the population.

1. Prometheus - Citi's flagship leadership program specially for women.

2. APAC AVP ILead - Citi's flagship leadership program for AVP employees.

3. VP Leadership Program - Citi's flagship leadership program for VP employees.

Served two short stints at Citi London & Citi HongKong for contributing in above & beyond deliveries.

Travel & Exposure to a number of countries for work relates assignments.

Led various women development programs, site level initiatives & employee engagement activities at Citi.

Awards & Honors at RBS - RBS

Was awarded Certificate of Recognition for outstanding delivery at work in RBS.

IBM Certified Associate Developer - AIX Basic Operations V5.

Completed Oracle 9i – SQL Certification.