

VIJAY K ARVAPALLI

Senior Program Manager / Director — Program Management | Payments & Banking

■ +91 8530789229 | careervijayarvapalli@gmail.com | Chennai, India (Open to relocation: Hyderabad)

PROFESSIONAL SUMMARY

Sr. Program Manager Professional with 18+ years of expertise in spearheading Express Onboarding and seamless Go-Live initiatives, unlocking \$100K+ in initial quarterly payments. Over the past two years, consistently delivered projects ahead of schedule, securing \$35K in revenue each Month.

KEY SKILLS

Program & Project Management • Digital Payments & Banking Operations • PMO • Stakeholder Management • Cross-Functional Leadership • Process Improvement • Strategic Planning • SLA & KPI Management • Agile Delivery • Quality Assurance • Client Relationship Management

PROFESSIONAL EXPERIENCE

Senior Program Manager — Middle East & Africa | PayU / Wibmo Pvt. Ltd. | Jul 2022 – Present

- Lead delivery of multiple programs and accounts with revenue targets, managing operational KPIs and client partnerships across EMEA.
- Drive authentication services for key issuers in collaboration with VISA and Mastercard, ensuring compliance and seamless delivery.
- Manage cross-functional teams from requirements gathering to post-production support; implemented major client integrations across India, UAE, and Africa.
- Developed process improvements that saved ■80 lakhs annually; ensured 100% adherence to SLAs.

Sr. Manager — Application Support & Operations | PayU / Wibmo Pvt. Ltd. | Nov 2019 – Jul 2022

- Led the transition of India's largest credit card issuer to PayU; managed day-to-day customer engagement, achieving top-tier CSAT scores.
- Supervised a team of 28, delivering application and monitoring support for 120+ banks across South Asia, SE Asia, and MEA.
- Implemented EMVco 2.0 protocol for a major bank in five days and delivered smooth integrations for UAE and African processors.

Manager/Consultant - Customer Support Operations | Mastercard Technology Pvt. Ltd. | Apr 2013 – Nov 2019

- Led a frontline support team of 6 specialists servicing 15+ banks across South Asia & MEA; managed ~1000+ monthly issues.
- Selected to set up and standardize the GCS India process after representing India in US & Poland; streamlined operations post-visits.

- Engineered automation and training initiatives saving 77 man-hours; drove process improvements across operations.
- Managed client relationships, escalations, performance reviews and training; recognized with multiple 'Heart Awards' and Toastmasters certification.

EDUCATION

MBA (Marketing) — Indian Institute of Commerce and Trade

B.Com — Andhra Vidyalaya College, Osmania University, Hyderabad

CERTIFICATIONS

- Six Sigma Yellow Belt Certified
- ITIL Foundation Certified
- Proficient in MS Office

ACHIEVEMENTS

- Saved ■80 lakhs in 2023 by optimizing processes.
- Received the "Thank you Award" for meticulous project execution and highest customer satisfaction from a large UAE client.
- Successfully implemented EMVCo 2.0 protocol for India's largest bank in five working days.

ADDITIONAL INFORMATION

Open to shift work and business travel. Experienced in managing workloads across multiple global teams and time zones. Strong adaptability and quick learning in new domains.