Senior Management: Information Technology

Production Support Leadership ~ IT Infrastructure Leadership ~ Banking Applications Management

ITIL Certified senior management professional with 14 years of experience primarily in the banking domain, exploring challenging senior managerial assignments with a professionally managed organization

# EXECUTIVE SUMMARY

* Significant exposure in Product Lifecycle, Platform Lifecycle, Milestone cycles, SDLC, Agile and Waterfall methodologies
* Adroit at maintaining organizational effectiveness & efficiency by defining, delivering and supporting strategic plans for implementing information technologies
* Proficient in usage of assets by implementing disaster recovery, back-up procedures, information security and control structures
* Maintain organizational effectiveness & efficiency by defining, delivering and supporting strategic plans for implementing information technologies
* Guide teams in accomplishment of business objectives in compliance to systems, policies, and procedures with significant cost saving

# Professional Experience

**Standard Chartered Bank ● Technology Service Manager● Nov 2013 – Mar 2016**

**Role: Technology Service Manager, Sep 2014 – Mar 2016**

**Project: Core Banking**

* Manage business expectations across various countries with regards to stakeholder management at senior level in the bank
* Accountable to senior most business stakeholders pertaining to technology deliverables encompassing product enhancements, problem fixes, system improvement, capacity management, SLA negotiations and risk management
* Maintain business continuity by efficiently managing high severity incident calls to evaluate business impact of suggested workarounds
* Close/ recover business impact post resumption of high severity incidents followed by approving/publishing of RCA report to country stakeholders
* Decide and deliver on testing/ deploying permanent fixes in production based on commitment from technology teams
* Participate in service review meeting (SRM) with individual country technology teams involving key stakeholders from the country business/operations for collating business feedback and providing updates on service health dashboards
* Liaise with technology teams in resolving hot spots, identifying areas of improvement/ risks for implementing effective mitigation plans
* Assess changes and aggregate risks associated with planned changes
* Collaborate for delivery with various teams like problem management, incident management, change and capacity management pertaining to core banking application across various markets

**Role: Senior PSS Manager, Dec 2013 – Sep 2014**

**Project: Wealth PSS**

* Managed production service in the wealth stream of the Group
* Involved in managing ageing incidents across systems and raise attention on systems slipping into the red zone
* Managed Service Improvement Programs being run by PSS teams, across the organization
* Maintained calendar on high impact activity (major releases) planned across various applications & monitored preparedness and system readiness
* Conducted periodic capacity review for BC4/5 applications and ensured compliance to agreed actions
* Managed s/w & h/w obsolescence and implemented initiatives with PSS managers to remove obsolescence
* Set up standard monitoring tool for automating routine/ repetitive task, standard change management process etc
* Implemented metrics across various critical parameters and attributes including best practises/ standards across entire PSS teams
* Involved in identification/ modification of programs for enhancing usage of available hardware front end including standard PSS requirements like DR drills, BCP exercise, KCSA etc
* Designed SLA dashboard and managed service levels across all applications
* Monitored actions based on Change Management framework and maintained updated support documents (SLA, OLA, ASMR, AIG etc)
* Involved in financial management, planning, forecasting and monitoring non FTE related PSS budgets

**Deutsche Bank ● Assistant Vice President ● Apr 2010 – Dec 2013**

**Job Profile**

**Project: Production Management**

* Spearheaded activities of the production support group in Deutsche Bank pertaining to front office Applications
* Monitored user requests, connectivity, identified bugs and coordinated with various work stream teams in resolving incidents/ issues
* Managed application availability/ escalations and implemented various service improvement initiatives
* Coordinated activities related to reducing number of critical incidents through effective user training and proactive incident management. Set up service wide incident & problem management processes
* Transitioned/ setup teams from locations and vendors without any business or delivery impact
* Led 2 teams across two different business lines providing 18 \* 5 global support (APAC/ EMEA/ US) for end to end availability applications/production
* Functioned as point of escalation for team members in resolving issues. Ensured management/ documentation of incident, problem & changes
* Organized training sessions with Application Development teams/ Business Leads to acquire technical/ functional knowledge for supported applications
* Prepared/ presented various status reports for the senior management team and other stakeholders to enable effective decision making
* Tools used: JIRA, dbSymphony and SharePoint

**Logica ● ARM Application Support ● Sep 2008 – Apr 2010**

**Job Profile**

**Project: ARM**

* Managed project related to providing support to applications across the Energy and Utilities domain
* Involved in replicating issues reported by clients and evaluating logs to find bugs
* Used database to evaluate behaviour of applications. Managed changes in database based on requirements
* Set up in-house environments to test issues. Followed up on issues managed by the other team members
* Collaborated with the development team in managing changes related to new releases
* Managed change requests/ resolved user related issues and collaborated with the DBA team in implementation
* Updated technical documents on share point for internal use. Ensured compliance to ITIL standards
* Interacted with customers pertaining to project status and resolved day to day team issues
* Led a team of 10 members in supporting 10 products/ applications
* Tools used: Remedy 5.0, DB Artisan and Java

**Credit Suisse ● Derivatives IT Application Support ● Jun 2007 – Feb 2008**

**Job Profile**

**Project: DSPM - (Derivatives IT Support and Production Management)**

* Managed project related to providing application support used by business users and clients
* Coordinated day to day activities of the team and resolved escalations
* Participated in team meetings and provided feed back to team members
* Functioned as back office lead involved in derivatives application support team to cater to downstream application issues
* Monitored batches and managed trade-flow from booking of trade till downstream applications including cash flow and static data flow. Raised change requests, followed up with DBA team till implementation
* Bounced applications based on requirements of development team
* Facilitated DBAs to effect changes in the database based on user requirements
* Updated technical documents on share point for internal use. Managed week end jobs
* Ensured compliance to standards of Investment Bank
* Led a team of 25 members in supporting 40 applications
* Tools used: Remedy 5.0, DB Artisan, X1 and Java

# eARLIER aSSIGNMENTS

* Business IT Application Support ~ Hewlett Packard ~ Apr 2004 - May 2007
	+ Project: HP IPG EMEA Application using Remedy 5.0 and Toad
* Application Support ~ KVP Software Pvt Ltd ~ Feb 2003 – Mar 2004
	+ Project: Freight Management System using Java

# ACHIEVEMENTS

* Recipient of Stability Award for efficiently managing the best stable system (eBBS) for the first two quarters of 2015 at the bank level in Standard Chartered
* Rated high for consistently maintaining 99% availability for 48 applications in Deutsche Bank throughout 2011 (a global accomplishment)
* Awarded for providing exemplary service under short timeframes and significant pressure at Credit-Suisse Singapore
* Instrumental in setting up internal knowledge base from the existing knowledge collection of the team for effectively resolving issues
* Winner of “The Best Performer of the Year” at HP India in 2006 for reducing resolution time of incidents continuously for five months

# Academics

* **MBA**, Alagappa University, Karaikudi Pursuing
* **PGDEC (Post Graduate Diploma in E-Commerce)**, Madurai Kamaraj University, Madurai 2002
* **B.A (English Literature)**, Bangalore University 2000