



# SANDEEP SANDHA

Vice President

Change Management, Delivery Manager, Project Management,  
Demand Management, Lead Business Analyst

## CONTACTS

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## AWARDS

### JP MORGAN & CHASE

#### Awards

- Won APAC CEO Award for 2017. Award is for top 25 projects in APAC across the 14 markets
- Won CIO CAO excellence Award for Q2 2017
- Won Ops and Tech Partnership Award for Q 3 2017
- Won CIO CAO excellence Award for Q1 2018
- Won Ops and Tech Partnership award for Q1 & Q4 2018
- Won spot award for Jan and Mar 2019
- Won DPS Awards for Q2 and Q3 2019

#### Other Key Achievements

- CSR activities lead
- BCP lead
- Health emergency and fire Safety lead
- American Heart Institute Certified first aid provider

## PROFESSIONAL SUMMARY

👤 A versatile and resourceful leader with excellent communication skills who has led transformation projects, worked as a Change Manager, Project Manager, Implementation Manager, Delivery Manager, Demand Manager, Business Analyst with over 18 years of experience. Strong awareness of financial industry Transactions/Payments Technology in Banking Systems, from front end channels to core banking systems, in cash and liquidity

## EDUCATION

### 2019-2020 ○ CERTIFIED DATA SCIENTIST

International Association of Business Analytics Certifications (IABAC)

### 2009 - 2010 ○ CERTIFICATE PROGRAMME

Indian Institute of Management (IIM) – Calcutta  
Executive Program in Global Business Management

### 2000 - 2003 ○ BACHELORES DEGREE

Shri Aurobindo College – New Delhi  
Bachelor of Science (H) Electronics

## EXPERIENCE

### 2021 - Now ○ Standard Chartered Bank

Vice President – Senior Process Lead, Technology Demand Management

### 2016 - Now ○ JP MORGAN & CHASE

Vice President – Change Manager, Delivery/Release Manager, Lead Business Analyst, Head of Business Requirements and Demand Management, Project Manager

### 2008- 2016 ○ Barclays Plc

Assistant Vice President – Business Analyst and Ops Implementation Manager

### 2007 - 2008 ○ UNITED HEALTH GROUP

Assistant Manager – Capacity Management, Operations Management

### 2006 - 2007 ○ INFOSYS BPO

Team Leader

### 2003 - 2006 ○ HCL TECHNOLOGIES BPO SERVICES LIMITED

Team Leader

## Career Highlights

### Program Management

- Have set the vision and direction for broad, cross-organizational initiatives by outlining Goals and Objectives, Evaluating, and providing oversight across multiple Programs, Identifying and Mitigating systemic issues across the portfolio, and defining program controls/governance/standards to transform and deliver execution effectiveness.
- Partnered with Technology leaders, Global and local stakeholder teams to support the definition, drive and track business objectives and provide program updates.
- Drove program delivery proactively, balancing Scope, Schedule, interdependencies, Budget, and risks. Lead definition of staffing, responsibilities, and schedules in the complex environment of several upstream and downstream dependencies along with core platform dependencies
- Established effective program controls and procedures, reported progress, issues, dependencies and risks to steering committees and made recommendations to influence decision making in order to maintain progress towards delivery and benefits realization.

### Planning, Delivery & Implementation

- Led and directed overall Stakeholder Management, Software Delivery, Development and Direction of projects. Ensured adherence to Standard Operating Procedures (SOPs), Good Practices (GPs), Privacy Laws, Regulations etc.
- Through the full SDLC, Lead and assist with Demand Management, Work Prioritization, Requirements Gathering, overall Interface Designs, Tech Solutions, Problem Solving and support where needed, working closely with business leads, multiple LOB executives, software vendors, Developers, Testing Teams and Operations.
- Collaborating cross business Solutioning, Data Lineages, Business Requirements Gathering, Influence solution architecture, Project Management and Product Delivery with the product partners to ensure solutions squarely address opportunities
- Orchestrated the implementation of new product from research and discovery through Requirements Development, Operating Model development, Implementation Management, Change Governance working with a diverse group of stakeholders (including executives, managers, and SMEs).

### Industry Experience

- Banking and Financial Services with experience in Europe (TARGET2, SEPA) , International Payments, Faster Payments, Instant Payments
- Hands on expertise in leading payments processing product like Fundtech GPP and Inhouse built Payment Processors

### Competency Development

- Create career development maps and performance criteria for all operations/technical staff. Set direction for managers to create and implement instructionally sound, reference-based solutions that effectively promote learning and on-the-job performance improvement for all personnel.

## Standard Chartered Bank – Enterprise Technology

### *Responsibilities*

- Define Standards and Processes for the brand-new Demand Management function for the Bank.
- Work with other Standard Owners to integrate Demand Management with the existing Standards.
- Collaborate with Risk and Control & Technology Governance for mitigating risks and issues.

### *Responsibilities*

- Work with the business leaders on defining new operating models for regulatory projects
- Partner with leadership for Domain (Payment and receivable) investments strategies and priorities implementation across APAC and EMEA region
- Interact with business for evaluating trends related to payments, receivables, industry vertical and technology disruptions for implementing effective solutions across the region
- Collaborate with business and operations teams reviewing countries demand, weighing strategic and tactical solution options with business and regulatory priorities.
- Access countries As-Is set up, alignment to target landscape. Weighing strategic, tactical options to ensure functional and technical alignment to the strategic transaction banking blueprint, as well as other strategic programs in domain and other lines of Businesses.
- Application delivery services lead. Managing software engineers, business analysts and application testers for end-to-end project delivery including Risk Management, Project Financials, Stakeholder Management in agile and waterfall methodologies. Teams are spread across Mumbai, Bangalore, Hong Kong, and Singapore.
- Partner with the business to lock down the business outcomes for next year and create a roadmap of business objectives across revenue generation, cost reduction and mandatory compliance topics. Manage budget, forecasting, resourcing and planning of circa 10 million \$ for mainframe and distributed (java) applications.
- Transform business requirement into Functional Specification document (FSD) for all respective modules (Inbound Stage, Core, Outbound etc.). This involves different components (Database Schema Design Control and Reference Tables), Batch Automation, Inbound Data clearing, Business logics, Data Transformation & Reporting FSDs.

## BARCLAYS PLC – Corporate Banking Technology

### *Responsibilities*

- Was part of the Operational design work stream within the Operations & Implementation tower for large scale payments system transformation program Planned and managed the production of deliverables to ensure readiness of the operations team to accept the project change by effectively collaborating with the technical, business and operational teams.
- Developed the High-level Risk assessment plans for operations due to the changes introduced as part of the program. Identifying new Risks and mitigating Controls while developing the target process flow.
- Managed the migration center (center to which users / floorwalkers across the globe would phone in to report issues) during “Go Live”. This includes co-ordination between business, functional design team, vendors, RUN teams (across landscape) to manage production issues during Go Live. Triaged defects identified post “Go Live” and work closely with business and the functional design team to resolve the defects.
- Analyzed business requirements and provided clear, concise and objective analysis to identify alternative solutions, assesses feasibility, and recommends new approaches.
- Involved in the User acceptance test case preparation, review and testing. Supported the development of training material, participated in the implementation, and provided post-implementation support. Capture and disseminate technical and business information to Business and stakeholders.

## UNITED HEALTH GROUP – Operations and Technology

### *Responsibilities*

- Managed work Inventory for different sites across US and performed load balancing. Day to day operations management of the team.
- Conducted business analysis including process mapping & procedure documentation. Responsible for claim adjudication, creating and maintain all applicable project documentation.
- Prepared remediation plan using different quality control statistical method.
- Outlier management and creation of remediation plan and process enhancement plans
- Consistent involvement with overseas engagement managers and proactively identifying areas of improvement and plugging the gaps in turn improving Customer Satisfaction.

## Infosys BPO Limited - Operations

### *Responsibilities*

- Client Management and ensuring client satisfaction through improved VOC scores.
- People management and Career planning. Day to day operations management.
- Identify opportunities to automate payments processes where possible.
- Compliance and risk management.

## HCL Technologies BPO - Operations

### *Responsibilities*

- Managed 40 people for inbound customer service process.
- Ensure performance metrics are achieved. Building and maintaining an effective team environment within the network intelligence group
- Lead the innovation drive across the team to generate ideas that enhance the quality and efficiency of the payments process.
- Documenting existing and new risk with mitigating control (Risk Control Assessment).
- Identify opportunities to automate manual work/processes where possible.