**PROFESSIONAL PROFILE**

* ***Over 15 yrs of IT experience across multiple verticals in varying capacities, seeking a challenging opportunity that will use leading teams and coaching organization on Agile development such as scrum, lean or Kanban as well as process framework as SAFe*.**
* **Highly accomplished PMP and ITIL certified Senior Project Manager Business Analyst with extensive experience with a proven track record of managing complex IT projects and programs exceeding expectations.**
* Very well organized, articulate and highly self-motivated, effective communicator to interact at all levels.
* Proficient in clarifying business requirements, performing gap analysis between goals and existing procedures/skill sets and designing process and system improvements to increase productivity and reduce costs.
* Well versed in building consensus with conflicting requirements that span multiple stakeholders and subject matter expert
* Competent technical guru with over decade of hands-on development experience of delivering custom solutions for banking and other industries.
* Proficiently managed financial regulatory and compliance requirement and change delivery for SOX, Dodd Frank, AML, OFAC and KYC requirements.

**Linkedin:** [**www.linkedin.com/in/manojkumarpmp**](http://www.linkedin.com/in/manojchauhanpmp)

**Work authorization: US Green Card**

**AREAS OF EXPERTISE**

* Project Planning, tracking and monitoring
* Business Process Analysis, Project & Delivery methodologies; **Scrum, Kanban, SAFe agilist.**
* Cost, Resource estimation and allocation
* Client/Customer/Vendor Relationship management
* Change Control, Incident/problem management
* Application support, setup and governance
* Performance management
* People management and Cross-functional team building and leadership

**DAILY / PERIODIC MAIN ACTIVITIES / RESPONSIBILITY**

* Project daily meetings, scrums. Issues follow up on priority. Project tasks Coordination, Status reporting and Project oriented work efforts, allocation and tracking
* Assembling Project Plans and team work assignments, directing and mentoring scrums, work efforts
* Tracking key project milestones and adjusting Project plans and/or resources to meet the need of stakeholders
* Coordinates communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed
* Facilitate working groups, stakeholders meetings to address current issues/risks
* Chair Chance board (CAB), represent change to CAB for successful implementation
* Partnering with other Program Managers, senior managers of the business community to identify and prioritize opportunities to achieve common goal.

**Platforms/tools/technologies known:**

**Technologies:** All Windows, UNIX/Linux, Oracle, SQL (TSQL, PL/SQL) Server, Sybase, Access, Perl, C, JAVA J2EE, JavaScript, HTML, CGI, VB Script, J script, Shell Script

Microsoft Office Suite: MS Project, Powerpoint, Excel, PPM Clarity, SharePoint

Visio, Crystal Reports, Cognos, Toad, DBartisan, SQL Developer

**Vendor products**:

Calypso for FX & MM, Derivative and Precious Metals,

Interscope Wily, Alrampoint ServiceNow

Sungard: IntelliMatch, IntelliTracs, IntelliSuite, IntelliStor, MBGateway, IMATE, StorQM;

Surecomp: PerfectMatch, Smartstream: TLM Premium, TLM 2.6 Generic

PM SafeKeeping, CoreIMS, PostEdge ; JIRA, Confluence, JQL

Autosys,Control M, BMC patrol, Clear Case, Clear Quest, Quality Center, CA Service Desk etc

**Bank of America (contractor) Nov 2019 – Current**

**Sr Program/Project Manager**

Leading major Regulatory Program REG BI (Business Interest) and LIBOR Transition for wealth management business of the Bank.

REG BI objective is to add alerts, break point to the Mutual Fund and ETF trading entry through the confirmation and statement functions of the process

LIBOR alternate rate replacement initiative to lead multiple teams through impact assessment, scope finalization, plan and apply change for multiple workstreams in wealth applications.

* Managing Program/Project Scope, Timeline and Budget/Expenses; obtain and align resources to key project roles.
* Responsible for overseeing multiple projects of programs, initiatives
* Leading Project teams through waterfall to Agile transition
* Managing program, projects to follow standard SAFe, Agile practices
* As a Scrum Master coaching, mentoring team and leading through Agile transformation, Scrum events
* Managing leads and directs the work efforts of resources that are functionally aligned as part of the project and/or organizationally aligned as direct reports
* Managing end-to-end integration of various work streams in order to deliver the intended project solution using best practices eg JIRA, Confluence dashboards
* Readiness / Change Adoption/Stakeholder Management
* Data regression and mining strategy and analysis for trade processing
* Managed ECM standards, tollgate processes and tracking
* Participated, lead data mining for MF/ETF trade data to explore and transform
* PMO, EPMO actions and status reporting
* As Program manager actions include but not limited to status reporting, presentation, financials and change execution/approval with the stakeholders
* Governance and tollgate process management and execution per org standards

**BNY Mellon (Cognizant) NYC Oct 2017 – Nov 2019**

**Sr Project Manager**

Leading major IT transformation initiatives for Wealth Mgmt technology applications

Managing Wealth applications changes/roadmap to remediate risks, cyber vulnerabilities and EOL, HW and OS, network segmentation and redundancy for business continuation.

Managed multiple projects within Enterprise Reconciliation Fund Accounting Program to increase reconciliation operation efficiency and decommission legacy system

* Managed configuration, development and implementation with onsite and offshore teams to on-board Cash, Position reconciliations onto TLM for Fund Accounting area of the business.
* Managed onboarding waves configuration, development and release over AGILE/SCRUM
* Managed to run weekly and monthly status reporting (leads, developers and managers) across band of the projects related to the program
* Lead teams through requirement workshops for Wealth Loan Calculators and other such initiatives
* Managed vendor (FIS, TLM, Charles River) applications changes, integration and support, implementations
* Managed initiation, planning and execution across projects to track deliverable within program
* Managed road map, execution and monitoring across projects
* Responsible to manage BA activities thru successful requirement and testing, to produce BFS/BRD and Test Plan per BNYM SDLC Standards
* Managed Support tickets, problem incidents over ServiceNow
* Managed toll/stage gate policies and procedures, ECM standards.
* Scrum master responsibilities to lead through scrum events, training and coaching
* PMO workshops and stage/tollgate action and reporting
* Lead data analysis, streamlining processes to improve data warehouse reporting
* Managed change requests for existing recons thru implementation following standard BNYM change mgmt. practices
* Leading and participating in change initiative for oracle DB upgrade and post processing matching engine, machine learning initiatives.
* Managed timely project related communications with stakeholders from IT and Business eg Delivery Manager, CTO, Program Managers and Business sponsors
* Managed Project thru latest JIRA workflow from requirements to issue tracking and
* Managed Level II support teams, incidents and change request thru successful resolution

**Florida Blue (BCBS), Jacksonville FL May 2017 – Oct 2017**

**Sr Project Manager**

* Managing development streams across teams to deliver customized enhancement in member claim processing areas.
* Requirement gathering to produce finalize SDS, FD etc
* Managing support incident thru successful resolution
* Managing project plan, schedule and budget
* Present project status, issues over Scrum of Scrum with senior mgmt.
* Manage Project execution, reports and tracking
* Managed to improve datawarehouse reporting by streamlining source data
* Lead data transformation processes with ETL dev teams.
* Facilitate daily scrum of current agile development

**BNY Mellon (Cognizant) NYC Aug 2016-Apr 2017**

**Sr Project Manager**

Managed in-house TLM reconciliation configuration development, delivery and support.

Successful delivery of Cash and Position reconciliation for AIS (Alt Investment Services) group for their prestigious client MAN. Managing teams to configure and develop TLM Premium reconciliation with on-site and offshore development team

* Managing support team to address support incidents with L1, L2 teams
* Managing requirement gathering with team of Business Analyst
* Requirement and scope management done through JIRA requests
* Responsible to create, manage and maintain project artifacts like Business Req, Feasibility/Viability, Functional specs, Project Plan and allocation of resources to the project execution.
* Managing Project tasks, resource allocation and work plan in PPM
* Leading project teams through Water to Agile, Rally to JIRA and other such transitions
* Tracking Project Issue/Risks over JIRA
* Managed to lead predictive analytics, machine learning and data mining technique to improve matching rates for the reconciliation
* Responsible for managing and providing timely status updates to Senior Business Managers and IT stakeholders.
* Managed internal and external source system to setup file transfer, feed verification to schedule and execute test tasks to ensure system integrity
* Managed support rota, incidents in ServiceNow
* Responsible to create, manage overview and execution of OLA and SLA for the assigned projects
* Managing Test executions, implementation and turnover schedule, post live support etc

**Delta Dental Insurance Des Moines IA Nov 2014 – Aug 2016**

**Sr Project Manager**

Managing support and development in-house solution for provider, subscriber model based dental insurances of private and state government agencies.

* AGILE development, adding new modules for Phase I onboarding of Hawk-I implementation
* Managed support team for legacy application
* Requirement and issue tracking over JIRA
* Managed development team through change tickets, testing through successful implementation
* Disaster recover planning and execution with support teams
* Implemented web front end for providers to view claims online.
* Managed vendor relationship for technical support and handover

**State of Nebraska, DHHS, Lincoln, NE Feb 2014 – Oct 2014**

**Project Manager Support and development**

Function as the IT liaison with the Office of the CIO (OCIO); preparation of work plans, assignment of duties for production support and development streams to accomplish the IT projects of the agency to include allocation of all resources. Applications technologies are: .NET, Web and legacy apps.

* Managed level 2 support and development stream
* Coordinating with business analyst team for requirement gathering sessions and BRS finalization
* Planning, scoping and scheduling development efforts and tracking
* Team scope estimation, module scope estimation and track progress and status reporting to senior management

**HSBC BANK, NY Oct 2000 – Nov 2011**

**Project Manager**

Responsible for the delivery of multiple IT projects part of strategic program to enhance operation efficiency, reduce cost and increase overall capability.

Reconciliation application (TLM Premium) implementation to Americas

Managed customization configuration development and support Cash, Trade and Position reconciliation

Development and production support to the TLM Premium for the settlement area of businesses **Achievements: Migrated from legacy reconciliation and report archiving to the new platform to gain operation efficiency for the end users. Reduced legacy hardware footprint to save ITO cost.**

* Participated, managed workshops for Clear Choice activities, requirement finalization
* Managed relationship with senior IT managers, program stakeholder with roles and responsibilities, developed project org-charts and RACI
* Managed customization and configuration of Recs, Sets, Initiation, Match Passes and Dashboards
* Managed Migration of reconciliation data from legacy application into TLM Premium
* Managed relationship with vendor, TLM resource on-site custom development of exception handing for HSBC; communications with stakeholders CTO, Business Sponsors, Delivery and Program Mgrs.
* Made improvement recommendations to enhance value, business processes in achieving goals and objectives leveraging best practices and professional experience
* Developed program project schedule, communication plan, risk mitigation plan and issue logs
* Managed change requests per HSBC standards (incl SOX, Dodd Frank and other regulatory activities
* Coordinated with on-site vendor (development) team to ensure timely delivery and implementation.
* Plan and executed support policy and procedures and escalation through successful handover to other global team
* Setup, implemented and managed governance to add/change reconciliation post production

**As a support (change) manager for settlements apps**

Managed round the clock L1/L2/L3 support to the back office systems within GB&M. Managed support teams (on-site, offshore and virtual) to ‘follow the sun’ support model for Confirmation matching, Reconciliation and other Back office settlement applications.

**Setup CoE Support team, train and manage support handover and rota between cross border teams to ensure 24x7 support for the global operation. Setup governance, role and responsibilities to the support team globally.**

*Project specific responsibilities:*

* Managed day to day support activities for all levels, incident management through resolution, problem management per ITIL standard guideline
* Managed virtualization efforts for development test environments thru VMWare setup and maintenance
* Managed to implement OFAC filtering for all supported application including SOX , DF and other audit recommendations related changes and support
* Managed to implement patches and packaged release thru standard release procedures
* Managed governance through change request and implementation for supported applications
* Managed global support rota and resource availability to ensure uninterrupted support globally to the end users.
* Lead teams thru incident impact and Root Cause (RC) Analysis, Strength Weakness Opportunity and Threat (SWOT) Analysis and problem ticket resolution
* Managed project plans for maintenance and upgrade implementations
* Setup governance and structure for onboarding new application and support team
* Database management including Backup schedule and regular maintenance for applications databases in Oracle, MSSQL, and Sybase, hands on PL SQL and TSQL queries.
* Managed data center migration for support applications from NY, NJ to Amherst Buffalo with all application owner, business heads and project managers
* Managed to setup and execute Business Continuity and Disaster Recovery procedures for supported applications
* Manage regulatory compliance and mandatory requirements such as SOX, Dodd Frank etc.
* Managed SWIFT development and upgrades for Pmatch, ITRACS and PPS applications

Application support suit included: IntelliMatch, Intellitracs and TLM Premium Reconciliation and exception management for Back Office FX/MM, equity, Fixed Income, derivative settlements businesses also TLM 2.6 for Intersystem Reconciliation for SOHIS, SUMMIT, MUREX and other such trading applications

IntelliMatch StorQM, IntelliStor, PostEdge, PerfectMatch – Confirmation matching for FX/MM and metal trades over MT300/MT320MTM30x/ MT60x swift messages

Calypso Back Office settlement for FX/MM and Derivative trades; CoreIMS – Precious Metal vault Inv mgmt

**Akshay Software Consulting, NJ May’99 – Aug’00**

Sequoyah Technologies, Tulsa, Dept. of Banking, State of Connecticut, Hartford CT

1998 and earlier: Experience in various IT Projects from Programmer to Project Manager role in hotel, travel. Inventory and logistic industries

**Education**

Bachelor of Science (Maths) from DAVV INDIA,Diploma in Computer Application from INDIA

Mini MBA from Rutgers University, New Jersey USA

**PMP Certified from PMI, USA PMP Cert# 1422422; ITIL V3 Foundation Certified**