

# NITIN C. JAITLEY, MBA

---

10418 Warrick St • Orlando, FL 32836 • Phone: (416) 900-6552 • Email: [ncjaitly@gmail.com](mailto:ncjaitly@gmail.com)

## Skills

- Six Sigma Black Belt in Process Excellence/Business Transformation
- Proficiency in corporate strategy, program management, process engineering and coaching
- Excellent relationship management, communication, negotiation and presentation skills
- Proven ability to multi-task in a fast-paced and nimble environment

## Work Experience

(IN)Strategy – Management Consulting

Orlando, FL

***Managing Director of Corporate Strategy and Program & Project Mgmt Servicing*** **2014 - Present**

- Leading organizations in the development of business strategies, enterprise project management offices, and process engineering; while implementing project management methodologies, lifecycle & tools.
- Effective program management of the various vertical groups, including realignment of project portfolios and strategic initiatives; including facilitation of executive prioritized initiatives, ongoing monitoring and redefining processes for effective delivery and ROI benefits.
- Providing support to Financial Services, Energy, Government, Utilities, Media & Communications, Entertainment & Resorts, and Startups from program management to implementation cycles.

Canadian Imperial Bank of Commerce

Orlando, FL

***Vice President of Project Management Office & Corporate Strategy***

**2015 - 2016**

- Effective management of the Retail & Business Banking project portfolio and the strategic initiatives; including facilitation of quality executive project selection, ongoing monitoring and reporting and defining processes for effective and efficient initiative delivery and business benefits.
- Leading the enterprise project management methodology in implementing 600 projects/initiatives with several PM professionals; while implementing an Enterprise Project & Portfolio Management tool.
- Facilitate Project Management and Project Management Office Thought Leader Councils; and creating a Benefits Management Lifecycle into the Project Management Methodology.

BMO Financial Group

Toronto, Ontario

***Director, Corporate Strategy and Prog & Proj Mgmt Office – Enterprise eChannel*** **2010 - 2014**

- Achievements: #1 in the 2011 Keynote Systems Study – Canadian FI's Overall Customer Experience; #2 in the 2011 Forrester – Canadian Bank Public Web Site Rankings (previously #3); #3 in the 2012 Forrester – North American Credit Card Public Web Site Rankings (previously #4).
- Provided governance of a \$110MM M&A budget for the eChannel & Corp Mktng N.A groups in the Exec Initiative Comm (EIC), in optimizing eCommerce & tech investments, w/in all digital & call ctr platforms.
- Led the Enterprise Balanced Digital Scorecard program for the bank through: development of digital KPI's, revenue metrics, resource mgmt, process optimization, and a multi-faceted customer experience strategy.
- Designed the Canadian Anti-Spam Legislation Strategy and developed an enterprise Preference Center, accomplished the following: client-focused solution, technology strategy, and risk management.

***Sr. Manager, Program & Financial Mgmt – Enterprise eChannel***

**2008 - 2010**

- Achievements: #1 in the 2010 Forrester – Web Site User Experience Canadian Banks (previously #5); #3 in the 2010 Forrester – Canadian Bank Public Web Site Rankings (previously #7); #8 in the 2010 Forrester – North American Credit Card Public Web Site Rankings (previously #20).
- Design/Delivered the integrated digital strategy for a new Corp ebusiness group, Digital Pymts business, and Corporate Marketing, which included: an organizational structure, digital & call ctr channel strategy, technology plan, process transformation, an insight/analytics platform, cust/client dashboard, & established KPI's.
- Developed and launched a multi-generational Enterprise Digital Marketing Strategy with \$6.8MM in revenue generation (Yr1) for the Public and Secure/Transactional sites, U.S. & CAN.
- Implemented a newly redesigned website with \$10MM in cost savings through the following: program management, channel sales optimization, analytical metrics, UX & testing, and process excellence.

***Sr. Manager, Corporate Strategy – Office of Strategic Management*****2007 - 2008**

- Led and supported medium-large key strategic and tactical initiatives identified by the Executive Initiative Committee as high priority (e.g.; Development of a new eCommerce Group, Board Strategy Day, etc), led strategic initiatives to diagnose opportunities, designed programs, and delivered solutions to business groups.
- Assisted in the execution and change management of a new enterprise investment prioritization strategy, which monitored KPI's, managed bank risk, and tracked benefits/spend w/in an earned value management format.
- Measuring, monitoring and reporting the outcome of medium-large initiatives on an ongoing basis, post-implementation, risk management, vendor management, customer experience & add'l support to the enterprise.

NBC Universal – Theme Parks and Resorts

Orlando, Florida

***Sr. Financial Analyst, Program Mgmt & Corporate Strategy*****2006 - 2007**

- Assisted in a revenue-focused project named the Universal Express Pass product to increase it by 25% in revenue by executing a new pricing strategy; partnered with Consumer Insights & Park Operations Teams.
- Executed a multi-generational strategy and saved \$1.7MM in a Labor Optimization Project, which the scope integrated: Universal Park & Resort Operations, and reported to the CFO.
- Presented to the Executive Leadership Team for approval on programs with respect to new attractions, closure of attractions, new streams of revenue channels, guest experience, ad hoc & joint venture projects.

JPMorgan Chase

Melbourne, Florida

***Operational Excellence Mgr, Process Strategy & Enterprise Prog Mgmt Office*****2004 - 2006**

- Generated \$8MM in revenue through Champion-Challenger strategy and utilized the following skills: portfolio management, negotiated joint ventures, built financial models, delivered a loss mitigation strategy, analyzed risk & real options and designed executive dashboards, in a call center environment.
- Developed and executed cross-departmental programs – Process Change Mgmt, E2E Core Process Improvement Program, implementation of a Credit Card Div, and an Online Employee Suggestion Prog.
- Saved \$2.5MM in Operational Excellence through the DMAIC process, which included the following: Voice of the Customer, strategic analysis, value stream map, cause & effect matrix, stakeholder analysis, forecasting (moving average), financial modeling and statistical process controls.
- Developed & mentored associates in Operational Excellence (Six Sigma), iGrafx and other proprietary programs.

Central Florida Lighting

Orlando, Florida

***Director of Marketing & Operations, Corporate Strategy*****2001 – 2003**

- #4 Lighting Company within Florida in sales through the development and implementation of a two-prong strategy consisted of expanding the customer base and product line, driving strategic profitability.
- Business Development included – portfolio (penetration, share of wallet) analysis, sales/pricing strategy, process improvements and vendor management, with contract negotiations.
- Commercial projects included – created RFP, lighting industry analysis, feasibility & competitive analysis, contractual agreements and project management.
- Developed and executed strategic business growth projects, for instance; opening a successful 10,000 square foot retail location and the expansion of product line & segmentation.

Orlando Utilities Commission

Orlando, Florida

***Sr. Business Analyst, Program Mgmt & Customer Experience*****1999 - 2001**

- Increased sales by 7% through the implementation of a pricing strategy via marketing, financial modeling, development of metrics/KPIs and service-level agreements.
- Cost-savings of \$89K of a transportation strategy with the development and maintenance of tools using Microsoft and proprietary applications.
- Created programs - Low-Income Housing Rate and Energy Efficient Air-Conditioning - based on the Voice of the Customer, industry analysis and branding/marketing strategies.

**Education****Rollins College, Winter Park, Florida****2003 - 2004**

- *Crummer Graduate School of Business – Master of Business Administration*
  - One-year Accelerated Program
  - Concentrations: Finance & Operations

**University of Central Florida, Orlando, Florida****1998 - 2002**

- *College of Business Administration – Bachelor of Science*
  - Concentrations: Management of Information Systems