M. Subramanyam Chetty

Senior Management Professional

Service Delivery Management / Project Management

*Versatile & High-energy Professional with **nearly 19 years** of rich & qualitative experience in planning, executing & spearheading projects and developing & streamlining systems with skills to enhance operational effectiveness.*

Industry Preference: **IT**   Location Preference: **Hyderabad**

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Key Skills

Program/Project Management

Service Delivery Management

Software Testing

Process Enhancements

Customer Engagement

Vendor / Stakeholder Management

Product & Technology Roadmap

Best Practices Implementation
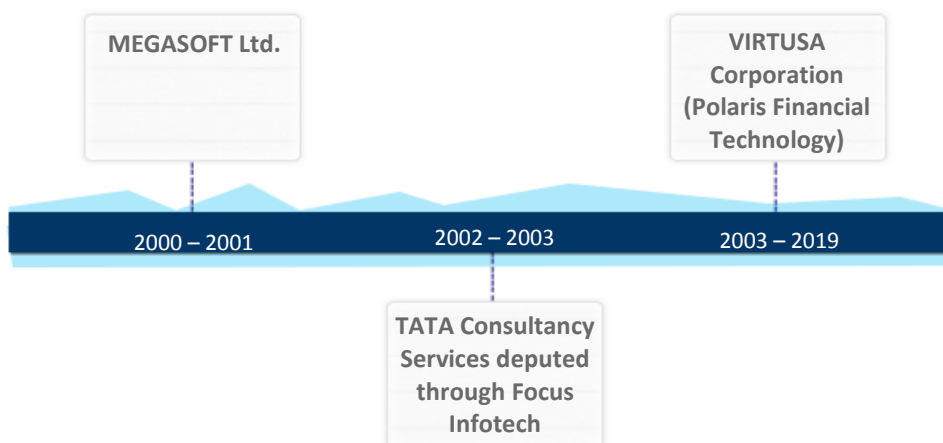
Cross-functional Coordination
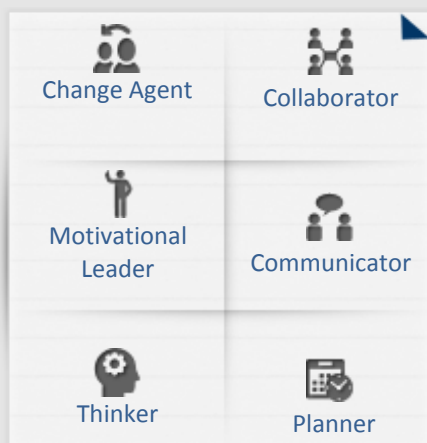
Training

Team Management

Soft Skills

- Change Agent
- Collaborator
- Motivational Leader
- Communicator
- Thinker
- Planner

Education & Certification

Profile Summary

- **Forward-focused professional** with expertise in concepts of end-to-end project planning & implementation from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management in-line with the guidelines & norms using **QTP, RFT, Ab Initio, Java, Business Objects, Cognos, Microstrategy & RPA with Oracle Database**
- Excellence in **delivering large-scale, complex programs** with a focus on technology transformation; liaising with leadership teams to evaluate technology challenges
- **Worked closely with third party vendors & contractors** to manage & coordinate projects with the business units and other IT departments, where necessary
- Hands-on experience in **ensuring smooth implementation of the project** and extending post-implementation, application maintenance and technical support
- **Problem solver with a passion for technology**; skilled in grasping the big picture, conceptualising, developing & implementing solutions and partnering closely with business leaders & stakeholders
- Expertise in **establishing & managing global and distributed cross-functional teams**
- Achievement-oriented professional with excellent people management skills and capability to manage change with ease

Career Timeline

MEGASOFT Ltd.

VIRTUSA Corporation (Polaris Financial Technology)

2000 – 2001   2002 – 2003   2003 – 2019

TATA Consultancy Services deputed through Focus Infotech

- **PRINCE2® Foundation and Practitioner 2017 Certificate** in Project Management
- **Certified ScrumMaster®** from Scrum Alliance®
- **Business Analysis Certification** from BCS (British Computer Society - The Chartered Institute for IT)
- **Post Graduate Diploma in Computer Science** from SSI Ltd., Chennai

💼 Organizational Experience

Jul'03 – Oct'19: VIRTUSA Corporation (Polaris Financial Technology), Hyderabad; *joined as **Consultant**, promoted to **Senior Consultant**, then raised as **QA Lead Automation**, then elevated to **Project Lead**, then promoted to **Project Manager / Scrum Master** and currently working as **Senior Project Manager/Program Manager***

Oct'02 – Jun'03: TATA Consultancy Services deputed through Focus Infotech, Hyderabad as Software Consultant

Apr'00 – Nov'01: MEGASOFT Ltd., Chennai as Software Engineer

Key Result Areas:
- Planned project activities such as scoping, estimation, tracking, change management, delivery management & post implementation support; implementing project plans within preset budgets & deadlines
- Monitored onshore & offshore delivery management for technical deliverables of concurrent projects; understood client needs & requirements and expectations; devised solutions accordingly
- Headed service delivery functions, to ensure end-to-end ownership of incidents and service requests; met deadlines and Turn-Around-Time without compromising on quality norms and adhering to SLA
- Collaborated with other product owners, system engineers, program managers, developers, testers & customers to define features and technical user stories
- Interacted with counterparts in product management to align on the vision, program backlog & roadmap
- Contributed as stakeholder of specific product backlog items; worked closely with Development Teams to ensure the output to be aligned with expectations
- Interacted with customer to understand their requirements and provided a business perspective on value during development
- Formulated various analytical reports & automated dashboards to assist Agile Team in identifying critical KPIs, thereby enabling strategic planning
- Worked closely with third-party vendors & contractors to manage & coordinate projects with Business Units and other IT Departments, where necessary

Accomplishments:
- Successfully led all projects through aggressive project governance processes; developed relationships with business stakeholders and leadership teams across geographies & departments; presented changes, issues, risks & contingency plans to Portfolio Steering Committees while collaborating with other Project Managers to balance project resources, schedules & scope
- Steered key projects for integrating the acquired business into the RPA environment
- Led a team of 60+ engineers at CAPITAL, CITI Offshore Development Centre for the execution of CITI CPB, CTO & GFTS line of business Projects for customers across Onshore (USA, Canada, Japan & Singapore) and offshore (Hyderabad, Chennai, Mumbai & Pune)
- Conferred with GEM and GEM of GEM awards for On-going the extra mile
- Bagged QPhoria Award thrice for:
    - Internalizing the Best Practices,
    - Best-in-class services to the customer,
    - Perfect Customer Satisfaction score 5/5
- Acknowledged with KONARK Award to recognise the talent of being a Leader and Jungle-guide to the 'to-be' Polarites

📇 Personal Details

Mailing Address: Door No:16-11-20/13-1, SAISADAN Apartment, Flat # 201, Saleem Nagar Colony, Malakpet, Hyderabad – 500036, Telangana, India
Languages Known: English, Hindi, Telugu and Tamil

~ Please refer the attached Annexure for project details ~

Annexure
Projects Undertaken

At Virtusa:

Title: **RPA Program Management (Enterprise Supply Chain Management, Import Payment Process & Product Control)**

Designation: Program Manager

Technologies: WorkFusion and Automation Anywhere

Description: Citi P2P currently processes data entry flows manually which is very labor intensive and time consuming. With WorkFusion RPA the business process logic is implemented using a ROBOT which behaves like human and makes the life simples. Automated P2P front-end application using WorkFusion tool, Automation anywhere.

Title: **CCAR Retail**

Designation: Project Manager / SCRUM Master

Technologies: Abinitio, Oracle10g, Business Objects, Cognos and Java/ J2EE technologies.

Description: As part of CITI Bank strategic initiative complete regulatory reporting should be automated instead manual submission. As part of this initiative a two-pronged strategy has been executed where in Phase I all regulatory reports of CPB were automated (BASEL / CCAR Retail). Phase II, Optima retail warehouse had to be built to hold complete retail exposures. Also, remediation of historical data and restatement for previous 7 years as mandated by regulator.

Title: **PBR – BAUs & Enhancements**

Designation: Project Manager

Technologies: Abinitio, Oracle10g, Business Objects, Cognos and Java/ J2EE technologies.

Description: PBR is a data warehouse for CPB. This global system consolidates and reconciles Bank's financial exposure, Credit Quality and Collaterals and sends the required data to downstream systems to facilitate the Basel Adequacy Ratio computation.

Title: **DBS Invest**

Designation: Project Lead - QA

Technologies: Java, JavaScript, JSP, Servlets, EJB, PRO*C, Oracle 9i, WebLogic and iSolve

Description: DBS (Development Bank of Singapore) Invest consists of Mutual Funds, Brokerage and Special Products modules. Invest is part of the Integrated Wealth Management Solution catering to multiple domains like Core Banking, Capital Markets, Lending and Margin Lending. Special Products is a sub-module of Invest. It enables order placement (for buy or sell) and manual or automatic order execution of derivative related financial instruments. The application in combination with a core banking solution would enable account maintenance (debit/ credit of cash & security accounts) of the client. New products could be defined, designed & maintained as per the demand & requirements. Now, it supports 10 different derivative products.

Title: **Global Wealth Management**

Designation: Project Lead

Technologies: Abinitio, Oracle10g, Business Objects and Java/ J2EE Technologies

Description: For Compliance with Basel II Accord (Credit Risk calculations) CitiGroup Private Bank (CPB) need to capture the information from its various Credit and Finance systems. This Information is stored in the GWM repository which is to be designed and created as part of this project. This repository would be used to supply feed to various systems (B2NCR, Eurocars, and EERS), ensure the integrity of the data which is supplied to it and generate reports.

Title: **Workflow Interdepartmental Navigation (WINS)**

Designation: Consultant >> Senior Consultant >> QA Lead Automation

Domain: Finance

Technologies: Java, JSF Frame work, XML, JAXB, Web logic, Staffware10.1 and Oracle9i

Automation technologies: QTP and Load Runner

Description: Wins is a Secure Electronic Workflow Tool to electronically receive faxes, initiate requests on faxes / online forms, automate movement of internal instructions between various areas to reduce movement of manual instructions and need to perform inter-departmental manually initiated funds transfer (MIFT) Process. MIFT Automation (WINS) is a browser-supported system that will transmit internal requests in a controlled electronic environment between different departments of the Private Bank. It is intended to replicate the functions previously performed by faxing paper-based documentation as part of the manual MIFT policy.

Experience Prior to Virtusa

Title:	**End User Computing (EUC)**
Designation:	Software Consultant
Domain:	Telecom
Technologies:	VB, ASP and SQL Server 2000
Description:	Belgacom, headquarters in Brussels, is a leading supplier of global telecommunication solutions on the Belgium market. The Belgacom group mainly offers local, intercity and international voice and data services, cellular telephone services, satellite services and all internet-related services. Belgacom provides telecom products and services, which offers a complete range of communication solutions as for professional and private. The main aim of this project was to develop different applications like Pricing Master Tools (PMT), automation of their manual systems that were currently available in Microsoft Excel documents to manage customer details, providing the better customer services, automate their mailing system and other processes.

Title:	**Retail Automation on Web (RAW)**
Designation:	Software Engineer
Domain:	E-Commerce
Technologies:	VB 6.0, ASP, COM and SQL Server7.0
Description:	Knotts Pine Country Warehouse (KPCW) is a chain of furniture stores spread around Australia. Currently they have 2 warehouses and 15 different stores across the Sydney and they are planning to move to Brisbane and other locations soon. Their Head Office is situated at Leichhardt, Sydney. They have suppliers who manufacture different products for them. Depending upon the market and customers response over the products they give orders to the suppliers. This RAW manages the whole operations of the KPCW through web, connecting all the warehouses and Stores located at different places. The server set up and the whole operations are going to be controlled at head office. It deals with all the suppliers and warehouses for orders and sales, maintains stock status, and manages to do list, and so on.