**SOWMYA CHAND ( TECHNICAL PROJECT / PROGRAM MANAGER )**

**Green Card Holder**

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Results-driven, versatile and strategic leader with 18+ years of extensive experience and proven success in the delivery of large-scale and highly complex Information Technology global solutions in **Financial Services, Investment Banking, Corporate Banking, Wealth Management, Compliance, Risk & Regulatory, Front Office / Trading Platforms, Client Onboarding (COB), AML/KYC/Financial Crime, Cloud technologies, & Data** domains. Good experience in overseeing complex projects across data visualization, analytics, and supply chain management. Proficient in Tableau and various data analytics tools, with a proven track record of optimizing business processes and driving strategic decision-making.

# CAREER SNAPSHOT & HIGHLIGHTS :

• **Project/Program Management** - Strategic Planning and Leadership, Centre of Excellence/Executive level management & reporting, Global team management, P&L, Hiring, budgets, forecast, Stakeholder Management, Client & Customer Engagement, Cross-Functional Teams & Lines of Business, Target Operating Model, Third Party & Vendor Management

• **Product Management** - Risk Management/Mitigation, Change Management, Release Management, DevOps, Quality Assurance/UAT, Software Configuration Management, Business Analysis ( BRD, FRD, SRS, Requirements Traceability, Gap Analysis), Process Improvement & Best Practices.

• **Application Lifecycle | SoftwareDevelopment Life Cycle** - Solutions Delivery, Technical Architecture, Systems Integration, Data Modelling, Data Migrations, Data Governance, Data Quality, Data Security, MDM/Golden Source, IT Service Delivery, Performance Monitoring, Controls & Metrics, Analytics, Reporting, Infrastructure & Modernization.

• **Waterfall & Agile Delivery** (Sprint planning, Sprint goals, Forecasting, and Sizing, Retrospectives, Backlog, Feature Prioritization, Daily Standups) , Kanban.

# EDUCATION / TRAINING / CERTIFICATION:

* Master in Business Administration (Adelphi University, NY-2013 )
* Bachelor in Computer Science Engineering ( VTU University, India-2005 )
* Certifications - Project Management (International Organization for Project Management), Scrum Master
* Training/Product Knowledge – Big Data & Cloud Computing (Amazon Web Services -AWS), Oracle Cloud (OMCS), Microsoft Azure , Data Lake/ETL, Cloudera, Qlikview, Machine Learning / AI - IBM Watson, Smart Analytics, NLP, CRM360, Omni Channel, Customer Journey Analytics, Campaign Analytics, SAP ERP, Exchange Infrastructure, enterprise portal, SAP business intelligence.

# WORK EXPERIENCE & PROJECT DETAILS:

***CAPGEMINI FINANCIAL SERVICES CONSULTING Dec 2015 - Present***

**Client: Vanguard Group Inc**

# Program- Wealth Management Technology Group -Vanguard Advisor Program(Roles - Technical Project Manager)

The engagement entails to **implement AWS cloud based solutions to build Digital Advisor Platform**, one-of-a-kind platform that **enables financial institutions and wealth managers/advisors,** to deliver better advice to their customers in a more flexible, efficient, and scalable way. The program aims to **build a digital application to automate onboarding and advice delivery** so advisors can focus on deepening relationships with clients including features for portfolio construction and model management, investment proposal generation, account monitoring, aggregate or lot level portfolio rebalancing, diagnostics, and reporting.

* **Consulting, designing and developing a strategy** to build RIA ( Registered Independent Advisor) Digital Advisor Platform. **Develop technology strategy, target operating model** to set up Amazon Web services production environment. Propose Scope, product features & specifications for MVP.Gather backlog/requirements to develop Visualization of the Investors plan with a panel of key metrics (ex: success rate or longevity) showing withdrawal over time with design ambition to highlight the financial planner with simple dashboard approach, that allows advisors to create more personalized investment plans, deliver more consistent advice, and convert more prospects to clients.
* Utilize Tableau to create interactive dashboards and visualizations, providing actionable insights to senior management.
* Implemented data visualization best practices, resulting in enhanced data comprehension and faster decision-making.
* **Manage end to end delivery for the Development** of **VAP (Vanguard Advisor Platform ) using Amazon Web Services Cloud Solutions** with critical business features that includes Advisor Dashboard, Client Onboarding, Scenario Manager, Investor Decumulation Plan Creator, Reporting Solutions and Content Management Systems/Drupal to create, manage, and modify content on digital websites to fulfill customer outreach programs, and campaign management.
* **Product Ownership & Management - Develop and test the components of AWS(Amazon Web Services)** web services that manage Investors, web services that manage Investor assets, investor income, expenses, decumulation plans. Develop/Integrate/test API gateways to facilitate Entitlement service and Lambda authorizer in association with Cognito Pools using config tools postman, GIT, STS, and AWS dynamo database.
* Spearheaded data analytics initiatives, utilizing Tableau to transform raw data into actionable business insights
* **Design Integration capabilities with third party CRM systems**, design Firm wide dashboards using software tools and technologies and perform Data Profiling, construct data rules and analysis as part of the Enterprise Data Quality Management (EDQM) team. Create tools Usage dashboards using Excel and Power BI to develop POCs using Tableau .

**Environments:** Digital Advisor Platform, Big Data & Cloud Computing (Amazon AWS), DynamoDB, Content Management/ Drupal, Portal Management, Adobe Analytics, Atlassian JIRA, Confluence , GIT, Bitbucket and GIT bash, STS, Azure Devops and AWS Devops ,Java, Spring Boot, Apache Maven, Windows OS.

# Client: Barclays (Corporate & Investment Banking Technology Group), New York, NY

# Program- Client On-boarding (COB), KYC/AML & FinCrime(Roles - Program/Project Mgmt, DeliveryLead, BA/Scrum Master)

The engagement entails to fulfill **end-to-end Client On-boarding automation,** and platform development to adhere **Banking Compliance and Regulations of MIFID II Directives**, **Dodd-Frank,** and **Global Governance Policies on KYC, AML, SANCTIONS, PEP’s & FINANCIAL CRIME** Compliance to **On-Board Global Clients to Barclays**.

* Oversee **Technology Program Management, Program Execution, and global application development** for Bank-wide projects and initiatives. **Effectively managed product backlog and retrospective commitments** to maximize value.
* Conducted feature prioritization and release planning sessions. **Led Sprint planning, defined sprint goals, forecasting, and sizing**. Facilitated Scrum meetings/events to ensure goals, scope and product domains are appropriately defined.
* Oversee data analysis initiatives, leveraging analytics to identify trends and improve decision-making processes.
* Managed a team of data analysts, providing guidance and mentorship to ensure the delivery of high-quality analytics projects.
* Led the development and implementation of Tableau dashboards to track key performance indicators (KPIs) and supply chain metrics.
* Led **Application Development & Design, Systems Implementation, Data Migration & Enhancements, Reporting Solutions.** Performed impact & risk assessment, provided recommendations on Process Enhancements to create robust Governance Processes and Controls aligning target operating model, optimizing business rules, business logic and metrics development for the programme.

**Environments:** Client Lifecycle Management Platform, Client On-boarding, KYC, Regulatory systems and applications, Pega 7.1.4, Java/J2ee, MSSQL Management Studio v11.0, Quality Center v11.5, SharePoint, Atlassian JIRA V6.4.10, Confluence 5.10.3, SDLC Agile Development, MS Office, MS Visio 2007, Windows 7.

# Client: Barclays Investment Bank, New York, NY Program – Market Risk & Controls (Roles – PM, Lead BA, Scrum Master)

The objective of the program entailed fulfilling the **US Federal Reserve Bank of NY memo for Internal Audit of Trade Supervision** and comprehensive M**onitoring of trading business** for global investment banking business divisions. The project involved in development, enhancement and building reporting capabilities for **Market Risk and Controls platform**.

* **Led Technology Program Execution, Sprint Planning & Prioritization** to implement **GDPR controls; developed and enhanced Governance & Monitoring Framework**, targeting trader level metrics for individual transactions that do not comply with trading mandate; approval procedures across Traders, Product Supervisors, Product Control, RISK, Operations and Compliance; automating Trader Recertification process, and incorporating regulatory and licensing rules. Design and Enable I**dentity and Access Management implementing single sign on** based on global data privacy regulations.
* Leveraged Agile Pods to maximize team potential. Managed stakeholders and supported global business users. Delivered SDLC planning, UAT testing and deployment plans, production support & escalations for 2k global users across business divisions involving **Traders, Product Supervisors, Product Controllers, RISK, Operations, Compliance and C-Suite executives.**

**Environments:** Front Office, Middle Office and Back Office systems and applications, Risk & Regulatory reporting platforms, MSSQL Management Studio 10.5, Tibco Spotfire 6.5.2, Atlassian JIRA V6.4.10, Confluence 5.10.3, SDLC Agile Development, MS Office, MS Visio 2007, Windows 7.

***RIK TECHNOLOGY CONSULTING Jun 2011 - Sep 2015***

# Client 1: Deutsche Bank (Role - Program Manager, Technical Project Manager, Delivery Lead )

The scope of the project entailed development of web-based interfaces to accelerate access to Risk and Regulatory **Dashboards for Basel II/Basel III** regulation to facilitate **scenario analysis through dashboard view**. Gathered requirements to develop interfaces, implementation of business rules and customization of existing workflows.

* Managed program operations **improving processes, maximizing operational efficiency** and **mitigation of project portfolio risks.** Incorporating best practices for tracking, monitoring for a**pplication lifecycle management**, vendor sourcing-governance, performance **management a**nd **resource management and** overseeing production support activities for the overall program.
* Involved in daily meetings for **scope creation**, **Project planning, impact analysis, Gap Analysis, Risk Assessment** and overall **Project Management, Communications plan, System Training, end user training,** creating documentation and information to enhance the entire **on-boarding life-cycle.**

**Environments:** Order Management System Platform, Risk Platform, Front Office, Middle Office and Back Office Process Optimization, Investment Banking, MS Project, MS Office, MS Visio, Java/J2EE/XML, HTML, Wireframes, SharePoint, UAT, Project Plan/Scope, Agile-SDLC, SQL, MS Office, MS Visio, Java/J2EE, HTML, Weblogic, Winrunner, Windows XP/2000, MS Project.

# Client 2: Fidelity Investments (Role - Technical PM/BA )

The project entailed the online brokerage application development with significant trading updates through digital app supporting functions to redesigning trade tickets, extended hours trading, a full-screen option chain and charting enhancements usable for all **Prime Brokerage services and investor trading.**

* Interacted with Stakeholders and Subject Matter Experts (SMEs) from Front Office, to elicit requirements for **Trade Booking GUI,** and validated requirements including Data Quality Rules for Trade Booking GUIs and Trade Process Flow.
* Extensively involved in **implementation** of effective **requirements practices**, including gathering **User Requirements, use cases** and **Functional Specification Document (FSD.** Developed Client on-boarding procedures in wealth management space; generated reports to support client portfolio management.

**Environments:** Java, XML, SQL, MS Office, MS Visio, Java/J2EE, HTML, Weblogic, Win Runner, Windows XP/2000, MS Project, Order Management System Platform, Front Office, Middle Office and Back Office Process Optimization, Investment Banking & Hedge Funds, Trading Algorithms, Trade routing & optimization, Charles River/Bloomberg Platforms, MS Project, MS Office, MS Visio, Java/J2EE, HTML, Wireframes, SharePoint, UAT, Project Plan/Scope, Agile-SDLC.

***COGNIZANT TECHNOLOGY CONSULTING ( Role : Senior BA / PM)***

**Client 1: Burger King, FL, USA Mar 2010 - Jan 2011**

The scope of the project entailed the implementation of Business Intelligence system and Enterprise Portal upgrade, including data migration and integration of new business modules.

* Led Financial Systems application development, requirements gathering, data analysis, and UAT. Handled **projects scope, schedule, cost, risk and quality** to meet user satisfaction and performed various interrelated project processes using **Microsoft Project and Visio**. Developed artifacts/workflows and activities to manage life cycle from Inception to Transition phase, validated system design deliverables, Request for Proposal **(RFP), Business Process Modeling (BPM).** Created and managed business process flows and process changes via process flow tools.
* Lead and manage multiple programs focused on data analytics and supply chain optimization, driving efficiency and cost savings
* Managed project documentation in SAP Solution Manager 7.1 (Functional Design Documents, Technical Design Documents, IT Requirements, and ARIS Process Flows). Involved in **project planning, communications plan, scope management and** worked to deliver the **project deliverables and milestones** to meet the deadlines.

**Environments:** XML, .NET Framework 4.0, SQL Server 2008, UML, Visio, MS Word, Requisite Pro, MS Excel, JIRA, MS Project, Java Script, MS Project, SharePoint, CRM, SRM, BI, Aris Tool, Business Objects, WebSphere.

# Client 2: Healthnet, CA USA Jul 2008 – Feb 2010

Health Net, Inc. is one of America's largest publicly traded managed health care companies. The project entailed integration and up-gradation of the SAPR3 platform to Netweaver7.0, with Enterprise Portal and ERP central component stacks for Healthnet’s business.

* Performed end-to-end operations conducting, **workload analysis, performance tuning, system change management and analysis in MDM systems and Enterprise Portal application**. Implemented **Portal transports, performed daily Monitoring of production and portal systems.** Gathered requirements and documented the **use cases.**
* Facilitated JAD sessions with various Business Managers to gather business metrics and developed reporting solutions. Analyzed system landscape, and delivered impact analysis, business requirements, specifications documents.

**Environments:** MMIS, SQL Server, Windows XP, Rational Rose, Rational Requisite Pro, Clear Case, ClearQuest, UML, Rational Suite, MS Visio, MS Project, MS Office (MS Word, MS Excel, MS PowerPoint), MS Access, XML, SAP Netweaver7.0, Portal 7.0, Cognos.

**Client 3: GE, Momentive Performance Materials, NY USA May 2008 - Jun 2008** Momentive Performance Materials are the world's second-largest producer of silicone derivatives and a global leader in the manufacturing industry. The project entailed implementing single Code page, Twin upgrade & Unicode conversion of the business systems.

* Involved in BI reporting and Oracle business process application upgrade and enhancements. Assisted Project Manager with control documentation such as **project charters, scope documents, tracking logs**.
* Partnered with supply chain teams to analyze data trends and develop strategies for process improvements.
* Liaised with business to gather requirements to create FRD. Troubleshoot issues related to integration Testing and follow up with the IT/QA team. Automated daily reports for operations performance and recommended optimization techniques. Perform **feasibility analysis, scope creation** and best practices. Delivered high level implementation plans, data and process models for FMS (Financial Management Systems).

**Environments:** UML, MS Excel, MS Visio, Oracle 8i, Java, Data warehouse, Business Intelligence, Oracle

***TATA CONSULTING SERVICE ( Role : BA / PM)***

# Client 1: National Grid, UK Apr 2007- Dec 2007

The project entailed content management development to enhance the business portal. Subsequent releases added new features and functionalities such as personalization, recommendation alerts for users, single sign on, provisioning and access management.

* Worked with a software engineering group to translate functional specifications into technical development plans. Interacted with subject matter experts for content creation as required by business users to define product feature requests, business requirement specifications, and change requests; documented requirements and transformed them into functional and technical requirement specifications; modeled business process flows using UML, activity and sequence diagrams.

**Environments:**  Content Management/ Drupal, SQL Server, Windows XP, Rational Rose, Rational Requisite Pro, Clear Case, ClearQuest, UML, Rational Suite, MS Visio, MS Project, MS Excel, XML.

# Client 2: SAPLABS, Bangalore, India Feb 2006- Mar 2007

SAPLABS is a pioneer in delivering strategic business processes through a wide range of SAP business packages and products. The project involved successfully implementing Netweaver, Enterprise Central Component, Enterprise Portal, Business Intelligence and Exchange Infrastructure modules to test the compatibility of the systems in the business systems landscape.

* Analyzed current system landscape and gathered requirements for systems implementation. Conducted verification and validation of the all **ERP module deployments.** Configured **system landscape directories, SLD Bridge, Solution Manager** and monitored system activities of all systems. Created User Acceptance Test Cases & Identified test data using SQL queries.

# Client 3: Hewlett Packard, Bangalore, India Feb 2005 – Jan 2006

The project entailed development of generic data converter for TeMIP(Network Management System), data conversion between multiple sources and multiple data destinations.

* Analyzed end to end system landscape, workflow issues, impacted modules in the current landscape. Reviewed and documented current system workflow used to perform Data conversion to load network inventory data into TeMIP database in pre-defined formats.

**Environments:** Java, Java Swings, XML, SQL, MS Office, MS Visio, Java/J2EE, HTML, Win Runner.