

# NAGARAJAN VENKATA



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## --- PROFESSIONAL HIGHLIGHTS ---

### AMERICAN EXPRESS

- Responsible for the Streamlining of AEME's Card Embossing Vertical for the Middle East & N.A. using Lean principles, yielding an 80% reduction in Manpower and yearly cost save of USD 25K.
- Instrumental in implementation of e-Statements for Consumer and Corporate portfolios resulting in a yearly cost save of USD 100K and USD 50K respectively.
- Central role in outsourcing of card personalization process resulting in 80% reduced effort and yearly cost save of USD 75K.
- Lead role in converting non-EMV cards to EMV and then to dual interface cards (Contact and Contactless) for the Middle East & N.A., to enhance customer experience.

### CGSL

- Implemented multiple process improvement initiatives to improve efficiency by at least 30% and yearly cost save of 25K.

## ---- PROFILE ---

A Banking Professional with 18 years of Project Leadership, Business Analysis and Process reengineering skills with in-depth understanding of Global Banking & Markets, Business Process, and Technology; capable in connecting cultural, geographical & domain gaps at Service Delivery Locations. Demonstrated excellence in providing Technology, Change & Process Consulting for multiple businesses. My experience across the last decade has been with two of the largest multinational financial institutions in the world. I possess a unique blend of skills suited to bridge the company's needs & requirements, with technology allowing for an immediate ROI in the form of cost saving, improved turnaround time and revenue generation.

## ---- PROFESSIONAL OVERVIEW---

### AMERICAN EXPRESS

#### MANAGER – OPERATIONS PROJECTS

2010 – 2020

REGIONAL HEAD OFFICE - MIDDLE EAST & NORTH AFRICA

Business Manager driving operations projects and business process reengineering programs in excess of **\$ 1 Million**

- Responsible for end-to-end delivery of process re-engineering programs with improved efficiency of around **30%**
- Led team up to 15 FTE's including vendors and global delivery teams
- Successfully implemented complex projects within timelines and budget
- Conducted training and development sessions for the staff
- Devised, deployed, and monitored processes to boost long-term business success.
- Collected, organized, and modeled data using Microsoft Excel, and analyzed key aspects of business to evaluate factors driving results and summarized into presentations.
- Gathered requirements, reviewed solutions, recommended changes, coordinated for testing and implementation.



#### ASSISTANT MANAGER – TECHNOLOGIES

2009 – 2010

BAHRAIN HEAD OFFICE – EMEA

- Played an instrumental role in various banking systems migrations
- Managed the UAT along with Citi's International Technology Office (ITO), Singapore, for the business change request releases
- Led application support work stream for Citibank Bahrain for production issues and Application change request

### CGSL

#### ASSISTANT MANAGER – OPERATIONS

2003 – 2008

CHENNAI - Citigroup Global Services Ltd.

- Established a new team of 20 FTE's and migrated the EMEA Diners chargeback operations to India
- Implemented policies & standard operating procedures for continuous improvement based on COPC standards
- Conducted periodical performance reviews and provided recommendations for improvement
- Reporting MIS and analyze process to judge performance on Sigma Levels for the Unit.

## ---- SKILLS ---

Root Cause Analysis  
Data Analysis  
Business Analysis

Problem Solving  
Predictive Modeling  
Project Management

Business Process Mapping  
Statistical Forecasting  
Software programming

Process Improvement  
Operations management  
Automation

## BACHELOR'S DEGREE

Science - Mathematics  
University of Madras  
APRIL - 1999

## MASTER'S DEGREE

Computer Applications  
Bharathidasan University  
APRIL - 2002



Certified Information Systems Auditor  
Certified Since Feb 2014



Project Management Professional  
Certified Since Jan 2016

## ---- EDUCATION & CERTIFICATIONS ---