CHANDRAMOHAN G RAGHURAMAN, PMP, CSM, PMI-ACP

+973 – 334 66 148 | cganjamr@gmail.com

TECHNOLOGY ENHANCEMENT MANAGER

Transforming Operations — Fuelling Revenue Growth — Bridging Business, Finance & IT Gap

Pragmatic Problem Solving: Proven history blending common sense with a disciplined, systematic approach to identifying core issues and crafting both simple and innovative solution strategies.

Team Leadership: Adept at assembling, motivating, leading, and mentoring elite-level technical & business teams in a shared resources structure.

Cost Savings & Process Improvement: Highly focused with a consistent track record of successfully delivering full lifecycle implementations to tight time scales, within budget, and streamlining vital business processes to fuel organizational cost savings.

Core Competencies

Digital Transformation |Strategic Planning | Lifecycle Project Management | Technology Integration |Mentoring |Cross Functional Team Building | Resource Management | Communications & Consensus Building | Controls & Compliance | Negotiations |Business Analysis | Policies & Procedures

PROFESSIONAL EXPERIENCE

TRUST RE   **Bahrain**

Enhancement Manager   **August 2017 – Present**

Responsible for Demand & Release Management, Innovation, Development & successful delivery of all digital enhancements and change projects within Trust Re & Subsidiary (Afro Asian Assistance). Define, set and implement the framework, operating processes, tracking and controls for all IT projects and overseeing delivery of all projects through direct management, allocation of project staff or coordination of vendor's resources and contractors.

- Defined and adopted Digital and Innovation framework, processes, SDLC documentation & approach and Testing Governance to support all digital projects.
- Analysed product opportunities, advocated for great digital-channel experiences
- Selected and Managed Vendor Partners for Trust Re & AAA Core Applications
- Implemented Technical and Operational Testing by coordinating with Testing Vendors and Information Security Officer (ISO)

- Managed trade-offs between scope and schedule with business demands and ensures business value is being delivered.
- Lead ideation workshops with Design teams and business; facilitated conversations and championed powerful, unexpected insights and inspired creative solution
- Documented standard operating procedures/processes, policies and user guides as part of the deliverables.
- Implemented requirements of audit, risk, legal, regulations, IT security, data privacy and compliance and report on the same.
- Implemented work-flows using the design thinking and lean mindset.

Gulf International Bank (GIB) – MEEM   **Bahrain & KSA**

Retail Direct Channels - Consultant   **July 2013 – August 2017**

Responsible for the demand management of retail business requirement throughout a project's life cycle. Also involved in creating structured processes to manage agile development right through to development and Implementation of products and services for all phases of launch cycle and monitor compliance.

- Defined product roadmap and established digital product portfolio.
- Managed digital product strategic roadmap focusing on products and platforms (Mobile & Online)
- Managed product management and delivery methodology with a focus on agile (rapid) transformations.
- Driving the digital prioritization of agile delivery through sound logic, data, and business alignment.
- Lead continual discussions with business lines and support functions gaining alignment and support on "what" and "how" digital channels builds.
- Drove consumer engagement through product optimization by leveraging human centric design coupled with product placement within digital properties.
- Planning the Training for new agile team members on processes and technologies
- Managed and lead a team directly and through subordinate managers, including selection, performance management, and resource allocation

Gulf International Bank (GIB) - MEEM   **Bahrain & KSA**

Retail Direct Channels –Testing & Contact Centre Consultant   **July 2012 – June 2013**

Responsible for planning strategic Contact Centre objectives and also implementing systems and processes to monitor and report on performance against agreed Key Performance Indicators

- Negotiating Testing contracts, ensuring that they balance value and risk
- Establish and implement Testing policies, goals, objectives, and procedures
- Creating, managing and analysing performance data and other information.

- Ensuring that capacity and capability are continually planned.
- Encouraging, identifying and developing best practice strategy
- Ensuring compliance to all regulatory and operational risk control requirements, including those related to HR and privacy
- Producing Operations manuals which define how the business is to be run

SolexPLUS   **KSA**

Head Operations & Solution Development   **February 2008 – June 2012**

Responsible for Building and day-to day running of the business with a particular emphasis on Operations and business development. Making sure that the business continues to grow by way of developing new clients whilst maintaining its existing customer base.

- Establish and Built KSA's Largest (600 Seat) Contact centre, Operate and Develop Solutions from ground ZERO
- Made strategic and operational planning decisions using business knowledge to generate revenues in excess of 24 Million SAR Per Annum
- Built delivery skills through deal shadowing to increase service delivery self-sufficiency.
- Oversaw the implementation of sales and business growth plans throughout the Business Units to ensure one, three and five year growth projections are in line with corporate targets

Teletech   **India**

Assistant Vice President - Operations   **December 2006 – Jan 2008**

Responsible for the day-to day running of the Centre with a particular emphasis on Operations and client Management. Making sure that the business continues to grow by way of migrating new processes from existing customer base. Manage and direct a workforce of 1200 in 2 locations with full accountability of profit and loss, Quality and Service Delivery

Reliance Infostreams (RBPO)   **India**

Senior Manager - Operations   **August 2003 – Nov 2006**

Responsible for organising the Telecom and Financial service department and in particular, controlling it's resources and utilizing it's assets to achieve maximum efficiency. Overseeing the day-to-day management of the service areas and clusters. Instrumental in building the customer care unit from ground zero to COPC Certification.

Progeon Limited – Infosys BPO   **India**

Manager - Process   **June 2002 – July 2003**

Driving operational improvements, maximising the value of the process while ensuring a tight control on operational costs. Responsible for monitoring and continually improving standards of performance and quality within the BPO operation.

GE Capital International Services (GECIS)   **India & USA**

Subject Matter Expert – Asst. Manager   **January 1999 – June 2002**

Responsible for the tasks delegated by the Operations manager. In charge of the workplace and ensuring it's smooth running and operation in the absence of the manager. Providing support to the manager in the planning and executing of all complex activities and tasks. Creating a constructive environment and organizing brainstorming sessions where ideas can be generated from all involved stakeholders. Also responsible for Migrating processes, building goodwill from Clients & loyalty from GEFA LTC customers. Auditing the claims transactions to ensure compliance with California Fair claims standards and ensuring 6Sigma accuracy on claims adjudication.

Gee Dee Weiler Ltd.   **India**

Senior Programmer - EDP   **August 1996 – Dec 1998**

Responsible for the day to day IT requirements of the company such as user management, trouble shooting, help and advice. Maintaining desktop applications, local area networks, IT security and telecommunications. Automated the company's sales department. Maintaining documentation of changes regarding users, functions & systems. Management of server software and associated backup routines.

EDUCATION & CREDENTIALS

Bachelors of Arts in Economics |University of Madras |Chennai | India
GNIIT in Software Programming| NIIT Ltd |Chennai |India

Certifications

Certified Project Management Professional (**PMP**) ® | SCRUM ALLIANCE ® Certified ScrumMaster® (**CSM**) | PMI Agile Certified Practitioner (**PMI-ACP**) ®

Trainings

BIBF - Managing Team & Individual Performance | Basics of Hyperledger Fabric Blockchain

Affiliations

Project Management Institute (PMI) ~ SCRUMALLIANCE ® ~ Blockchain™ Council ~ International Institute of Business Analysis ™ (IIBA ®)