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| Summary **Project Manager** with total 14+ years of experience primarily in retail banking industry with well-versed background in leading Credit/Debit Card processing applications. Possess excellent Project Management skills coupled with strong domain knowledge in Cards & Payments industry. Expertise in handling and delivering complex projects successfully under extreme pressure. Manages all aspects of large and complex projects from initiation to closure ensuring project goals and requirements are met within time, cost, and quality. Areas of Expertise  |  |  | | --- | --- | | **Project Management** | Enterprise Project Management (EPM), Vendor/Stakeholder Management, Time/Schedule Management, Scope and Cost Management, Project Team Management, Customer Relationship Management, Risk and Issue Management, Budget Management, Conflict Management | | **Credit Card / Payment Industry** | Credit, Prepaid, Debit & Corporate Cards Processing, Personalization & Key Management, Call Center, IVR & Realtime Services, 3D Secure, SMS, eStatement, Statements, PIN mailer, Card carriers | | **Scheme (**MasterCard and VISA) | New ICA & BIN Implementation, EMV and Contactless chip certifications, Tokenization, and host compliance certifications | | **Projects** | Credit Card Portfolio Migration, Credit Card Conversion, Credit Card Upgrade, New Bank Setup, Instant Issuance, Maker checker/GUI Interface, Fintech Projects, Interactive Instalment setup, Call center setup | | **Technology** | VisionPLUS (CMS, FAS, CDM), MS Project, MS Office(Word, Excel, PowerPoint), COBOL, AS400, VSAM, CICS, Cortex, JIRA | | **Interpersonal Skills** | Decision Making, Efficient communication, Problem solving, Negotiation, Leadership, Teamwork, Collaboration |  Certification  * **PMP (Project Management Program: ID - 2031863)** certification expires on 17th April 2023. * **Lean Six Sigma Yellow Belt** Certification from Bahrain Institute of Banking and Finance (BIBF) on 23rd April 2020 * **PROMAS (Project Management School)** Training from Attra Infotech on January 2011. * **IBM Mainframe** Training from Maintec Technologies Pvt. Ltd from 04th April 2007 to 11th Jun 2007. * **Embedded System** Training from Nest Cyber Campus from 6th Dec 2004 to 28th Jan 2005.  Achievements  * **Project Excellency Award** for year 2014-15 from Attra InfoTech. * **Spot Award** of the Month from Attra InfoTech in February 2010. * **Spot Award** of the Month from Attra InfoTech in January 2009.  Career history**arab financial services,** BAHRain, AUG 2013 – Jun 2020, Project Manager  * Possess **7 years of experience in project management** in Credit and Payment Industry. On deputation from Attra Infotech as Project Manager in Arab Financial Services from Aug 2013 to Jan 2016 and as direct employee in Arab Financial Services from Feb 2016 to Jun 2020. * Oversees planning, tracking and implementation of multiple credit cards, debit cards and FinTech projects aligning business goals with technology solutions. * Undertaken large multimillion projects like new bank setup, contactless card migration, credit card portfolio migration etc. * Managing a minimum of 20-25 medium size active projects for various clients at a time. * Handles different projects outside comfort zone like internal projects for process improvements, call center setup for MetLife Insurance etc. * Experienced in working in Matrix environment and accountable for delivering medium to large projects on time, within budget, and within scope. * Experience in working with Schemes (VISA and MasterCard) for various certifications. * Coordinating with different vendors for Application development, SMS, 3DSecure, Chip manufactures, Personalization, etc. Experience in managing different product launches like corporate cards, EMV cards, contactless cards, payroll cards, Debit cards and Fintech products. * Prepares project status reports regularly for the management and stakeholders. Coordinating and scheduling meeting with project stakeholders, arrange Project Steering Committees with customers * Makes decisions and takes independent action on matters directly affecting strategic goals. * Recording and managing project issues/risks and escalating where necessary. * Maintains effective communication and working relationships with customers and project stakeholders.  **Attra infotech,** india, JUL 2007 – JAN 2016, TEAM LEAD Onsite assignments   1. **Project Manager** at **Arab Financial Services, Bahrain** from Aug 2013 to Jan 2016 2. Project Coordinator for EIB Migration project at **Network International, Dubai** from Jun 2012 - Dec 2012 3. Project Coordinator for ADCB Migration project at **Network International, Dubai** from Apr 2011 - Nov 2011   Team Lead, Jul 2012 - Jan 2016   * Card Issuing project management - coordination of projects from project initiation phase till project closure phase. Involved in project planning, monitoring and control, quality reviews etc. * Ensuring project team is consistently delivering projects as per organization standards. * Managing of project team up to 15 team members. Tasks distribution to team members as per their area of expertise & work allocation, track progress to make sure deadlines are met. * Provided VisionPLUS Training / Coaching for team members * Handling client enquiries and acting as primary contact. * Requirement analysis, project scope and estimation (SOW) preparations. * Responsible for effectively transfer customer requirements to project team members. * Worked in two major credit card migration projects for Network International, Dubai during onsite assignment. Acted as single point of contact for client and was key responsible person to coordinate and implement these projects. * Done system gap analysis and created AS-IS workflow for better understanding of existing system and carried out a complete source data mapping to VisionPLUS to ensure that existing system setup are met in new system without any customer impact. * Gathered business requirements by conducting detailed interviews with business users, worked as an interface between business and IT. * Effective interaction with the project manager and development team during project execution. * Weekly reporting to ensure all schedules run smoothly and all tasks are completed as prescribed.   Senior Software Engineer, Jul 2010-Jun 2012   * Gained experience in VisionPLUS development projects, primarily in CMS and FAS modules. * Sole ownership of projects throughout the SDLC, from initiation till Implementation. Completed all projects in an efficient manner with no/less assistance from team lead. * Worked closely with upper management and development team during all the stages of the project. * Responsible to prepare Functional Specification and Technical Specification documents to provide the functional and technical flow of the new application to the client. * Quality reviews, team mentoring and training for team members.   Software Engineer, Jan 2008 - Jun 2010   * Development of major Vision PLUS projects like - New Bank and product launch, Bulk product upgrade process, Instalment Payment Plans etc. which enabled to gather knowledge in major modules in VisionPLUS system. * End to end development and unit testing of new functionalities with complete project ownership from initiation till implementation.   Associate Engineer, Jul 2007 - Dec 2007   * Development and unit testing of small to medium size VisionPLUS projects. * Test VisionPLUS Batch monitoring and execution. * Attended training in VisionPLUS system provided by Attra Infotech.  **Multidata,** India, Jun 2005 - dec 2006, COmputer Instructor  * Provided training for students in various computer programming languages like C, C++, VB, Java etc. * Arranged lab sessions to get hands on training for students. * Conducted professional training in corporate/government sectors.  Education  |  |  |  |  | | --- | --- | --- | --- | | **QUALIFICATION** | **FIELD OF STUDY** | **MONTH & YEAR** | **UNIVERSITY** | | Bachelor of Technology(B-Tech) | Information Technology | May 2005 | Cochin University of Science and Technology, India | | Diploma | Computer Engineering | Apr 2002 | State Board of Technical Education Kerala, India | |