

**SIDDHARTH SHANKAR (PMP Certified)**

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DOB: 5th Dec 1984

Passport No: -Z5044812

Current Location: - Bangalore (India)

Martial: - Married

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A proven professional with over 17 years of rich and vast experience in software solutions and implementation in Core Banking Domain (Finacle/T24 And Finastra) coupled with expertise in providing value-added customer support for extending high-end technical support and ensuring high customer satisfaction levels.

**Education Qualification**

- ✦ Bachelor of Arts (History) 2007 from Nitishwer College, Muzaffarpur.
- ✦ PMP Valid Up to 18<sup>th</sup> Sept 2026.

**Experience-**

- Project Management
- Client Handling
- Vendor Management
- Stake Holder Management
- Customer Centricity, CSAT
- Risk/Impact Assessment
- Project Delivery, SLA Adherence
- Project Activity Reports - Daily, weekly Monthly, CXO Level & Governance Report
- Change Request (CR's)
- Coordination, People Management
- Mentoring & Technical Support to team/sub-ordinates
- Revenue/Financial Management
- Finacle Functional Consultant

**Technology Used: -**

- ✦ Agile Methodology
- ✦ Microsoft Project (MPP)
- ✦ JIRA
- ✦ Zoho Desk
- ✦ Fin desk
- ✦ Mentis
- ✦ SharePoint
- ✦ DigiQ (Waterfall)
- ✦ Power Point

## Roles & Responsibilities

- Delivering the Product/Project within the timeframe and meets customer satisfaction
- SOW Check and Documented Scope and Non-Scope work
- Manage project schedule and budgets – Track project metrics data (e.g., completed and in-progress work, schedule and cost variances, resource health, risks and issues etc.) and other project specific information and regularly communicate it to the project stakeholders
- Coordinate internal resources and third parties/vendors for the flawless execution of projects.
- Manage project communications and meetings (Daily Stand-Up Meetings, Project Reviews, AdHoc Requests).
- Close follow up on the projects in terms of PMO compliance, ensuring quality of project management.
- Plan and direct schedules, monitor budget/spending, resource allocation and utilization for the project from initiation through closure.
- Create CXO Level PPT, Committee Meeting, Governance slide and Present Multipole Stake Holder • Ensure Project documents are complete, update and available.
- Tracking Onboarding Resource /RLS Load/Invoicing
- Accountable and responsible for managing and reporting project schedule, cost, quality, human resources, communication, risk and procurement for the project.
- Create RISK Assessment Tracker week wise
- SLA Services Handling with Priority wise also generate Dashboard on Daily basis
- DRG Discussion with Client & collect actual requirement and convey to development and functional team as well.
- Calculate team velocity to help determine and manage release timelines.
- Manage and execute projects end to end, whilst driving integration and optimization of all corresponding components, documentation, processes and deliverables.
- Manage customer expectations and stakeholder communication by ensuring transparency and visibility of project Progress, risk, issue and impediments.
- Managing and ensuring that all potentials risks/issues are properly communicated to all stakeholders with correct owners for the same identified and/or putting in a resolution plan
- Ensure all project milestones, deliverables, Go-lives, deployment dates etc. are met and in case of any variance, all stakeholders are informed with the relevant reasons for the same
- Follow-up JIRA or other Ticketing Tolls with Team and deliver within Timeline
- Influencing and building relationships with teams
- Create FRD & BRD Documents as Per Client Requirements
- Work closely with Business Teams on the development of the detail functional requirements and the Technical Teams on the technical requirements
- Finacle Functional Support
- Gathering of relevant project data and must produce information to be presented for review by the management
- Consistently apply the defined project management standards and methodologies defined by the organization to assigned projects. Establish project management principles, processes, and artefacts as necessary
- Drive appropriate organizational change influencing stakeholders as required to ensure the successful program/project execution
- Providing regular and accurate status updates and insights to client and stakeholder
- Meeting key stakeholders to discuss Business challenges and improvements Required
- IT Roadmap Strategy Planning and Process Improvement. Successful Implementation & Roll out • Milestone, Payment/Invoice Tracking and clear payment status

### Work Experience:

- Worked as a Project Manager for Wipro Limited, Bangalore (From Dec 2021 to June 2024)- Implementation of Finestra UBI and BOI Bank and Care Sage-Development Project. Project Duration 9 Months, Team Size 40.
- Worked as a Project Manager/BA for Inspirisys Solution Limited, Bengaluru (From May 2021 to Dec 2021)- Implementation of Finacle 10.X&11.x and GBM Module for IOB/YES BANK/Kotak Bank. Project Duration 9 Months and Team Size 70+.
- Worked as a Project Manager/BA for BBSSL, Mumbai /Bengaluru (From Oct 2019 to 7<sup>th</sup> May 2021)- Implementation of Finacle 10.X&11.x for IDBI Bank (India)/Credit Suisse Bank (Singapore)/MBL/Global IME Bank/Nabil Bank (Nepal). Project Duration 18 Months and Team Size 60+.
- Worked as a Project Manager for Hajari Informatics Inc, Dubai/Ahmedabad (From 01st Sept 2018 to 30th Sept 2019). - ERP/CRM Product Implementation. Client Name Cylo oil/HDFC/HSBC -Dubai Project Duration 12 Months and Team Size 10+.
- Worked as a Project Manager for Value point systems Pvt Ltd, Delhi (From Feb 2014 to August 2018) – Implementation of Finacle 10.x & Mechamis Insurance Domain for India Post and GST Call Center and Hardware Roll out. Project Duration 54 Months and Team Size 100+.
- Worked as a Service Delivery Manager for Acute Software pvt.ltd, Delhi (From December 2011 to Nov 2013) for Implementation of Finacle 7.x and T24 and Multiple Roll Out Like Data entry, Window Migration, Hardware Installation, Hand Holding Support and Training Part, Also Handling L1 & L2 Support desk. Client Name CBI-RRB, SBI, IDFC, HDFC, PSB, Canara Bank RRB And Nabard Bank. Project Duration 24 Months and Team Size 150+.
- Worked as a Delivery Manager for Samin TekMindz India Pvt. Ltd, Delhi (From May 2011 to November 2011). Client Name United Bank of India and UBGB Bank. Project Duration 7 Months and Team Size 75+.
- Worked as a Team Lead for STG International Ltd, Delhi (From August 2008 to November 2010). Client Name Punjab National Bank and MBGB Bank. Project Duration 24 Months and Team Size 15+.