

Sabarish Muthumperumal

Technology Director

Career Profile

Sabarish a results driven technology management executive with over 16 years of experience in delivering large scale multi-year multi-million dollar technology implementation programs. He has an impressive track record as a techno-functional leader, building peak-performing teams and achieving cross-functional business objectives.

Presently he consults with the Chief Development Offices of one the largest financial institutions. In this role he helps strategize and drives application delivery performance, productivity and quality initiatives on over 350 line of business applications.

His expertise includes Program Governance, Customer Advocacy and bridging business and executive management with technology leadership teams. He has a strong background in software delivery, application development, solution architecture, technology integration and customer demand discovery. He is a hands-on technologist and creative thinker and enjoys working closely with technology teams developing innovative technology solutions for business problems.

He holds a Master of Science degree in Technology Management from the Columbia University (New York) and a Bachelor's degree in engineering from Bangalore University.

Professional Summary

- Successfully delivered multiple large scale programs with spends of over US\$20 million/annum for marquee clients using cutting-edge technologies including Pega PRPC and Java/J2EE in various business domains including financial services and insurance.
- Built, mentored and groomed large development and support teams in a global offshore – onsite model, with program team sizes of over 180 professionals.
- Experienced in all phases of Software Development Life Cycle including requirements, analysis, design, build, testing, production support and expertise in integration using J2EE architecture and J2EE Design Patterns.
- He holds active professional certifications from Scrum Alliance as Certified ScrumMaster® and PMP® from the Project Management Institute and System Architect from Pegasystems.

Work Experience Highlights

Chief Development Office (One of the largest financial institutions. From Feb 2015)

In this role, I provide Technology Management consulting on areas related to software development and applications development and maintenance. I am responsible for strategizing and driving software development performance, productivity and quality benchmarking and improvements across over 350 line of business applications. This involves collaboration and consultation with the various CIOs, CTOs and Application Development Managers across different business and technology towers and geographies.

By conducting Productivity and Quality studies on IT applications development activities using internal and proprietary algorithms and tools, I've been able to benchmark and track progress of application development teams' performances.

Some of the other initiatives include adoption of continuous delivery, behavior driven development, application rationalization, tools standardization and productivity benchmarking.

Counterparty Risk Management Workflow (One of the largest financial firms. Feb '14 - Jan '15)

Designed the framework and directed the pilot development of a risk management workflow solution for the asset and wealth management division of the firm.

Core Brokerage Renewal Process Workflow (Largest Insurance Brokerages Sep '12 - Feb '14)

This was a technology implementation of a multi-year, multi-million dollar transformative program to drive operational excellence by simplifying, standardizing and streamlining the core business processes across the entire 28,000 employee organization.

I provided leadership and governance for the overall technology delivery for the program, including liaising with senior executive leadership comprising the COO, CIO's and Directors of the client organization. Directed service delivery of over 120 professionals from 4 different technology vendor companies and varied service offerings.

Customer Contact Center Workflow (One of the largest financial firms. Oct '10 - Dec '12)

Service Desktop is a modern customer inquiry and response management tool developed on the Pega Customer Process Manager framework. The application is used by 6000 users globally, and processes tens of thousands of customer emails and inquiries monthly.

Recruited, trained and established a high performance program team of over 85 professionals in an onsite-offshore model in 45 days. Conceptualized and directed development of key program components including inbound email processing and MS Outlook to Pega integration.

The program successfully delivered on the projected user adoption rates, ensured full cut-over to the new application and scaled linearly to increasing demand. The program was featured as a case study in PegaWorld 2012.

Customer Account On-boarding (One of the largest financial institutions. Oct '07 to Dec '12)

Implementation Manager was a strategic multi-year program to stream line and e-enable the various disjointed processes related to customer account on-boarding. This was designed to support the onboarding activities of the firm's worldwide securities services business including custody, collateral management and broker/dealer. Eventually, this expanded to support other allied lines such as Escrow and securities lending. The application is used by 3000 users globally, and processes tens of thousands of customer account openings and modifications monthly.

This initiative began as a tactical response to data breaches and user identity management processes. At target state the application serves the full lifecycle of the customer lifecycle management from sales, customer, account, product, entitlements, billing, pricing and channel onboarding and provides a comprehensive document management and data inquiry functionality.

With rigorous version control discipline, and creative problem solving the team delivered over 36 mid to large project releases in a single calendar year with a team size of 180+ professionals organized into 6-7 teams. The program successfully delivered to time and budget on the twin promises of 40% reduction in account on-boarding cycle time and 100% improvement in data breach requirements and compliance controls. This application was a featured case study at PegaWorld 2010.

Highlights from Earlier Work Experience (1999-2007)

Legacy Modernization	News America Marketing, Wilton CT, USA	Lead Technologist, analyzed requirements and made architecture recommendations
Solution Expert and Assessment 2 Quality	Cisco Systems, Inc. San Jose CA, USA	Technologist / Consultant – Developed and maintained J2EE workflow applications
Retail Business Solution	NTUC, Singapore	Lead Technologist, analyzed requirements and made architecture recommendations
GCRC and BSTS	Cincinnati Children's Cincinnati OH, USA	Technologist – Developed and maintained J2EE applications

Education and Professional Certifications

M.S. in Technology Management	Columbia University in the City of New York (2013-2015)
Bachelor of Engineering	Bangalore University (1994-1998)
Certified PMP®	Program Management Institute (Since July 2013)
Certified ScrumMaster®	Scrum Alliance (Since April 2012)
Certified System Architect	Pegasystems Inc. (Since March 2008)