

Sabarish Muthumperumal

Technology Director

Career Profile

Sabarish is a results driven technology management executive with over 20 years of experience in delivering large scale multi-year multi-million-dollar technology implementation programs.

- Oversees a large portfolio of multiple programs as an Engagement Partner for Cognizant Technology Solutions with JPMorgan Chase & Co. and Federal Home Loan Bank of New York
- Strong background in Agile software delivery, application development, solution architecture, technology integration and customer demand discovery. Well versed in applying data and analytics in driving team productivity and performance.
- Expertise includes Program Governance, Customer Advocacy and bridging business and executive management with technology leadership teams.
- 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\$40 million/annum for marquee clients using cutting-edge technologies in various business domains including financial services and insurance.
- Built, mentored and groomed large Agile 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.

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®	Project Management Institute (July 2013)
Certified ScrumMaster®	Scrum Alliance (April 2012)
Certified System Architect	Pegasystems Inc. (March 2008)

Work Experience Highlights

Engagement Partner

Cognizant Technology Solutions. Client – JPMorgan Chase & Co. & Federal Home Loan Bank From Oct 2017

As an Engagement Partner, he provides delivery oversight and program governance across a portfolio of over \$40 million in annual spends. The portfolio covers over 20 different globally distributed programs ranging from application development, maintenance, data analytics to robotic process automation.

eDiscovery Workflow

Cognizant Technology Solutions. Client - JPMorgan Chase & Co. From Jun 2016 – Sep 2017

The eDiscovery workflow program was a multi-year strategic initiative to streamline and automate the various eDiscovery tasks into an integrated Pega based workflow. In this role, he provided technology management, program governance and subject matter expertise. He directed software development efforts of the globally distributed software development teams and liaised with operations teams and discovery management teams.

Chief Development Office

Cognizant Technology Solutions. Client - JPMorgan Chase & Co. From Feb '15 – Jun '16

In this role, he provided Technology Management consulting on areas related to software development and applications development and maintenance. He was responsible for strategizing and driving software development performance, productivity and quality benchmarking and improvements across over 350 line of business applications. This involved 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, he was 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

Cognizant Technology Solutions. Client - JPMorgan Chase & Co. 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

Cognizant Technology Solutions. Client – Marsh & McLennan Companies. 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.

He 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

Cognizant Technology Solutions. Client - JPMorgan Chase & Co. 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

Cognizant Technology Solutions. Client - JPMorgan Chase & Co. 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 Escrow and securities lending and broker/dealer. The application processed tens of thousands of customer account openings and modifications monthly.

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