

# Sabarish Muthumperumal

## TECHNOLOGY DIRECTOR | ENGAGEMENT PARTNER

Saba is a versatile technology management executive with over 21 years of experience in delivering large scale multi-year multi-million-dollar technology implementation programs. He works with customers to devise technology strategies and develop roadmaps to realize their Digital potential. His expertise includes Program Governance, Customer Advocacy and bridging business and executive management with technology leadership teams.

- Responsible for client success and relationship as an Engagement Partner for Cognizant Technology Solutions with JPMorgan Chase & Co. and Federal Home Loan Bank of New York
- Delivery Manager with strong background in Agile software delivery, application development, solution architecture, technology integration and customer demand discovery. Well versed at applying data and analytics in driving team productivity and performance.
- Hands-on technologist who enjoys working closely with technology teams developing innovative technology solutions for business problems.
- Innovative thinker and problem solver. Runner-up at the Cognizant Innovation Premier League 2020

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

- Achieved 40% YoY revenue growth in a portfolio of US\$40 million, delivering multiple large-scale technically complex programs for marquee clients.
- Architected and designed innovative technology solutions for business areas ranging from eDiscovery, client account onboarding, contact centers, affordable housing programs and LIBOR transition.
- Built, mentored, and groomed large Agile development and support teams in a global offshore – onsite model, with program team sizes of over 180 professionals.
- Adept at all phases of Software Development Life Cycle including analysis, design, build, testing, production support and expertise in integration using modern architecture and design patterns.

## 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

### INNOVATION LEAD / PRODUCT OWNER

COGNIZANT TECHNOLOGY SOLUTIONS. – PAiPER SOLUTION FROM APR 2020

Conceptualized and designed an AI/ML based workflow solution to handling LIBOR transition related re-papering efforts. Developed the go to market strategy along with key technology partners including Pegasystems, DocuSign, Kira Systems and Alfresco. The solution won 1<sup>st</sup> place in the Prototype round and 2<sup>nd</sup> place overall in the Cognizant Innovation Premier League 2020 competition among 400+ entries.

### 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. Programs include client account onboarding, party data maintenance, document management, risk management and reporting, audit technology, robotics, credit card fraud loss models using machine learning and affordable housing program set-aside initiatives.

### 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.

### 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 PLATFORM

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 each month.

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 streamline 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	Developed and maintained J2EE applications