

Rahul Ray

E-Mail ID: rahulray@gmail.com

Contact No: + 99- 9999999999,

Brief Professional Experience

- Currently working as **Assistant Manager** in **Tech SBU** of **Citigroup Global Services Ltd.**, Mumbai for the last **2 years** with total work experience of more than **4.5 years**.
- Worked with prestigious **Citigroup Global Wealth Management** (requirements, operations & service mgmt.) & **Flex cube VnV** (UAT Services) divisions.
- Experience of working on **FLEXCUBE** (FCC CITI 4.6, Payments) **FT, PW** Module & **Swift** Messaging.
- Understanding into City's global **Quality / Compliance / Risk / Audit** Policies & Procedures.
- Single point of contact for **onsite coordinator** and the **client**.
- Received **TWO IJP** to work on Overseas Assignments (HCL Apollo contact centre – Belfast, NI & Citigroup Corporate Centre (GWM) - New York, NA)
- Received **Techno – Squad of the Quarter Awards** (4th qtr.'07) for significant contribution to **Flex cube**.

Work Experience

Organization: Tech SBU – Citigroup Global Services Ltd., Mumbai

Designation: Assistant Manager

Project: FLS (Financial Life Services)

Business Focus: Financial Life Advisory Services

Client: Citibank NA

Duration: Aug'08 – Till date

Description: **myFi – FWP (FLS)** is supposed to service the City's '*mass affluent*' segment by providing investment management decisions & executing those Trade recommendations on a real-time basis by leveraging the existing **SB Trading Systems & ASI Wealth Mgmt Engine**.

Roles &

FLS – ASI

Responsibilities: Understanding the various Independent systems feeding into the overall merger, thereby identifying various work streams for seamless Integration of **ASI** (Advisory Services Inc.) & **CSS** (Citi Support Services) & knowing overall Operations of existing **SB (Smith Barney) Advisory System** as well as **Citigroup GWM Business**.

- Part of the core project team from **Requirement gathering & Operation/Service mgmt**.
- Interaction with Development & client side Production team to gather various segues into the overall system.
- Managed & co-coordinated with the Production & Operation (on site) teams to generate daily MIS & Account transfer reports for higher mgmt. level discussions.

Organization: Tech SBU – Citigroup Global Services Ltd., Mumbai

Designation: Assistant Manager

Business Focus: Banking & Financial Services (Cash FT, Payments)

Client: Citibank (EMEA)

Duration: May'07 – Aug'08

Roles & Project Management for **UAT** through Test Design, Planning & Test Execution

Responsibilities: by working on **FCC** for various EMEA branches (**FT, PW** Module) with '**e2e**' Testing via **Swift & XML** messaging & thereby understanding, *Citi's* overall **Payment Architecture**.

Key Skills **Functional domain** – Brokerage, Payments, exposure to *Retail, Corp. & Inv.* **BFSI**
Project mgmt – Reviewing & managing the Design, Requirement & Technical documentation, System **Traceability** (as is – to be), Impact Analysis, Tracking, and Scheduling & Reporting - **KPI**
Stakeholders' mgmt – To keep delivery releases within their agreed scope, schedule, cost & quality, communication mgmt (**spoc**), Handling Process change - **CRF, Risk - SQA** Audits.
Product mgmt – Release mgmt, Testing, Implementation & support for **FCC CITI 4.6**
Technology mgmt (Tools) – Flex FT/PW, MS-Project, Mercury Quality Centre

Organization: **HCL e Serve Tech. Pvt. Ltd., Noida**
Designation: **Team Member**
Duration: Dec'02 – Sep'04
Description: To Provide **Account mgmt. & System support** through Technical & Post Implementation offshore support for selected International Clients of HCL Technologies & thus was responsible for its '*Remote IT offerings & Solution support*' along with the services related to Software Product Engg. & Service support.

Roles & (BFSI) Part of global **delivery team** handling DC Migration of **GCMS-Core** Banking Offshore lead for Imp'tion support (**UAT, going live** phase) involving code
Responsibilities: & Impact Analysis as part of post bug implementation/issue fixing for **BFSI SME** for offshore Product development & Engg. Team for Network Assoc Inc (NAI, Sento)

Organization: **Ajay Khanna Assoc. Pvt. Ltd., New Delhi**
Designation: **Project Architect**
Duration: Jan'02 – Dec'02

Roles & Responsibilities: Handled various Prestigious Corporate Interior Projects. The work included Designing,,: Detailing, Preparation of Working & Presentation Drawings for the clients, Co-ordination with Consultants, Preparation of Project schedule charts, periodic site supervision to check work under execution and participation in Site Meetings.

Educational Qualifications

Degree/ Diploma	Institute/University	Year	% age
MBA <i>Specialization:</i> Marketing Communication	SIBM, Pune	2007	68.75
PG Diploma - Adv. Software Design & Development <i>Specialization:</i> Computer Science & Engineering	C DAC, Noida	2002	Grade B
Bachelor of Engineering <i>Specialization:</i> Architecture	C R State College of Engg, Murthal (Haryana)	2001	53.27
Senior Secondary	CBSE	1992	71.65
Higher Secondary	CBSE	1990	69.25

Summer Internship

Organization: EURO RSCG Advertising India Ltd., New Delhi.
Project: **Market Research to measure the effectiveness of recently launched Ad. campaign**
Client: Voltas A.C. – National Capital Region, Delhi
Duration: April 06 to June 06 - **SIBM**, Pune
Scope: To determine the overall understanding of the Ad. Message in terms of its Reach, Penetration & Recall Value by measuring actual Responses from the Consumers, Dealers & Wholesalers.

Achievements, Training & Certifications

- Received Training on Citi's Global Compliance practices, Mind Tools & Six Sigma Tools.
- Research Paper 'Conceptualizing Marketing Communication as the New Marketing Paradigm' published in '**Insights Inside**', 2007 – a Corporate Interface Team Research initiative, SIBM.
- Participant, FUTURISM-Research Paper Contest, IIFT, 2006
- Three times Winner 'Achiever's Award', Best overall performance, HCL
- Report on 'Office Building for American Institute of Indian Studies, Gurgaon' published in Vaastushiksha, 98

Personal Details

Current Location : Goregaon, Mumbai
Date of Birth : 18th Oct. 1974
Gender : Male
Marital Status : Single
Passport : E3954125, valid till Oct 8, 2013 (ECNR-No)

Date:

Place:

(Rahul Roy)