

# KAUSHIK MUKHOPADHYAY

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## SUMMARY

Delivery focussed, Hands-on Technology Leader from the Banking & Finance (BFS) domain, with over 2 decades of experience with various Global Banks & Financial Services organizations like Capgemini, HSBC, ANZ, Royal Bank of Scotland & Infosys. Known for strategic capabilities in managing geographically distributed teams and spearheading largescale deliveries in the capacity of Technology Management roles for growth accounts and potentially large opportunities in BFS sector. Worked predominantly in Core, Payments, Transaction and Capital Markets domain.

### ❖ Academic Experience:

- Former Faculty of Information Technology: IEST Shibpur
- Former Guest Faculty of Computer Science: BITS, Pilani
- Former Guest Faculty of Management Studies: PES University

### ❖ Technology Leadership Experience:

Experience span includes 15+years in Leadership roles that involve driving large cross portfolio global technology and process teams for transformation/transition and successfully delivering strategic programs in Americas, Europe, Middle East, and Asia-Pacific to achieve customer satisfaction (internal and external).

- Recognized as an expert that has led cross functional global agile teams (SAFEe), whilst actively managing large account P&L's, as well as engaging strategic relationships with CXO's (COO, CTO, CIO), product & platform service providers/technology partners and vendors.
- Brings onboard wide understanding and hands-on exposure to Automation, Open-source Tech, Big Data, Machine Learning, Cloud, Microservices/API, DevOps/CICD, Acquired good understanding of concepts like OOAD, UML, Design Patterns, Rational Unified Process. As well as estimation Techniques.

### ❖ Overview of Recent Roles:

- As Senior Director, Capgemini, Provides Technology and functional Leadership for Financial Delivery Services in APAC region and managed multiple key accounts for BFS portfolio. Spearheaded end-to-end delivery across pre-sales, solutioning/architecture, technology delivery of all BAU, transformation & Innovation programs with ownership of end-to-end delivery and P&L of the accounts
- Previously, as Global Delivery Head, Core Banking, HSBC, spearheaded a large transformation (data on cloud, API, microservice based change) of global standards and drove the compliance practice (viz. FATCA, CDD, CRS) of core banking. Managed a global team spread across Americas, EU, Middle East, and APAC to drive global and regional technology strategy and delivery of core banking.

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### Snapshot of Key Roles

- ❖ Technology Leader – Data & AI, British Telecom – (Nov 2023 Ongoing)
- ❖ Senior Director of Technology, Financial Services - Capgemini – (2021 – 2023)
- ❖ Technology Advisor – Start-up (2020 – 2021)
- ❖ Global Delivery Head, Core Banking - HSBC Technology – (2016 – 2020)
- ❖ Program Director – ANZ, OT – (2013 – 2016)
- ❖ Portfolio Manager - Royal Bank of Scotland – (2010 – 2013)
- ❖ Senior Manager, BFSI - Infosys – (2008 – 2010)

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### Select Highlights

- ❖ HSBC: Led legacy transformation of HSBC heritage products serving 78 countries. Strategized componentization of the products leading to cloud native microservice & API based architecture /delivery in accordance with regional and technology road map of the LOB(s). Also reduced operational costs of around USD 5M, through various initiatives such as automation, innovation, left shift, process improvement, tools and utilities.
- ❖ ANZ: Led Global Delivery in the Payments & Transaction Banking space. Integrated Clearing, Cash, Payment, Trade and Reporting processes. Consolidated customer self-service, payment presentment (UX and CX), cash position reporting, instrument balances; extended payment initiation, FX integration, performance improvement, and entitlements (named as Institutional Banking Online Services. Led a large technology and business team across India, Melbourne, and Singapore.
- ❖ Royal Bank of Scotland: Worked in transaction banking and payments area in RBS as platform owner. Managed stakeholders from Netherlands, US and UK. Planned and executed transition from ABN AMRO to RBS for channels area.
- ❖ Infosys Technologies: Managed the IT Consulting mandate in the BFSI space; successfully Set up and Grew accounts as well as delivered potentially large opportunities in BFSI sector. Developed Key relationships and collaborations with various stakeholders and CXO's

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### Experience Landscape

- ❖ Driving Technology & Strategy, IT Policy, Disaster Recovery Management
- ❖ Driving automation, Open-Source Technologies, Data, Machine Learning, Cloud, Microservices/API, DevOps/CICD

- ❖ Managing large account P/L, Pre-sales, business unit setup, Advising and working with CXO & Technology Leadership Stakeholders
- ❖ Creating collaborations with Product & Platform Service providers and building multi technology vendor set up and relationships
- ❖ Exposure of driving Large Global accounts with internal & external stakeholders/ customers in Data, AI, Digital and Data Security landscape

### Roles Performed – Detailed View

**Company: British Telecom (BT)** **2023 - 2024**  
**Role: Technology Leader – Data & AI**

- ❖ Driving the mandate to ensure the delivery of all changes globally to business, internal & external customers and strategize the Data & AI Tech landscape for digital BT involving data security.

**Company: - Capgemini** **2021 - 2023**  
**Role: -Delivery Partner**

- ❖ Technology and functional Leadership for Financial Delivery Services in APAC region. Leads the mandate as the right-shore delivery executive and manages a number of key accounts for BFS portfolio. Responsibility includes end-to-end delivery viz. pre-sales, solutioning/architecture, technology delivery of all BAU, transformation & Innovation programs with ownership of end-to-end delivery and P&L of the accounts.

**Company: - HSBC** **2016 – 2020**  
**Role: - Global Delivery Head: Core Banking**

- ❖ Managed a global team spread across Americas, EU, Middle East and APAC with regards to global and regional technology strategy and delivery of core banking.
- ❖ Led legacy transformation of HSBC heritage products serving 78 countries. Strategized componentization of the products leading to cloud native microservice & API based architecture /delivery in accordance with regional and technology road map of the LOB(s). Also led global standards and compliance (viz. FATCA, CDD, CRS) practice of core banking.
- ❖ Technical leadership in automation, modernization, cloud first, API/microservices, CICD, DevOps and agile Operations. Orchestrated implementation of several machine learning based applications for Defect prevention, Estimation and FCR areas.
- ❖ Managed transformation, modernization and global delivery in DevOps organization across core banking functions. Responsible for a team spread across Americas, EU, Middle East and APAC with regards to global and regional deliveries.

**Company: - ANZ** **2013 – 2016**  
**Role: - Program Director**

- ❖ Led Global Delivery in the Payments & Transaction Banking space. Integrated Clearing, Cash, Payment, Trade and Reporting processes. Consolidated customer self-service, payment presentment (UX and CX), cash position reporting, instrument balances; extended payment initiation, FX integration, performance improvement, and entitlements (named as Institutional Banking Online Services, ~ USD 30 M)
- ❖ Managed integration of Clearing, Cash, Payment, Trade and Reporting.
- ❖ Was responsible for strategy and financials.

**Company: - Royal Bank of Scotland** **2010 – 2013**  
**Role: - Portfolio Manager**

- ❖ Worked in transaction banking and payments area in RBS as platform owner. Managed stakeholders from Netherlands, US and UK. Planned and executed transition from ABN AMRO to RBS for channels area.
- ❖ Transitioned and delivered Strategic Programs like Global Disbursements (GBP 30 M), SEPA Programs (GBP 40 M), and Performance Improvement of the platforms.

**Company: - Infosys Technologies Ltd.** **2008 – 2010**  
**Role: - Senior Manager – BFSI**

- ❖ Set up and Grew accounts and delivered potentially large opportunities in BFSI sector
- ❖ Managed IT consulting opportunities in BFSI sector
- ❖ Managed large account P/L, pre-sales, managed engagement and sales/COO team (CXO level), built capabilities/ talent retention/communication/, R&R, diversity & inclusion, competency framework
- ❖ Managed geographically distributed teams and handled strategically large deliveries in the capacity of a Program/delivery/Technology Manager for growing accounts and potentially big opportunities in BFSI sector.

**Company: - Satyam Computer Services Ltd** **2005 - 2008**  
**Role: - Project Manager - Telecom Technologies**

- ❖ Delivered and managed large telecom accounts e.g., GE.

- ❖ Involved in Solution Design, architecture, and implementation.
- ❖ Managed P&L, pre-sales, engagement, built capabilities/CoE
- ❖ Provided leadership for strategic planning and delivery of all business systems used by GE to accomplish CTI assisted operations for Sales and Service/Dispatch lines of business-like Telephony, Campaign, Control, Reports and Monitoring.

**Company: - Cognizant Technology Solutions**  
**Role: - Technology Lead**

2004 – 2005

- ❖ Established a new team for a new account i.e., BNY Mellon
- ❖ Executed KT from BNY SME(s) and delivered time critical projects of Insurance
- ❖ Involved in designing, coding, testing activities
- ❖ Managed engagement, built capabilities/CoE
- ❖ Worked in a new account acquired by Cognizant for Mellon Bank. Front-ended feature development, improvement of the existing system and maintenance of the clients of Mellon Bank.

**Company: - Logica**  
**Role: - IT consultant - Telecom Technologies**

2003

- ❖ Worked as part of a newly formed telecom business unit.
- ❖ Involved in designing, coding, testing activities of Vodafone account.
- ❖ Built CoE

**Company: - GRSE Ltd. (Under the ministry of Defence)**  
**Role: - Senior Engineer**

1995 – 2000

- ❖ Worked on propulsion system control of war ships of Indian Navy

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#### Academics, Awards & Certifications

- ❖ EPBA from IIM Calcutta.
- ❖ **M. Tech. IEST Shibpur (Topper of the batch and Gold Medalist)**
- ❖ B.E. from IEST Shibpur (Rank holder)



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