Gurpreet
Singh

Director, Business Management
Supporting the CEO, CAO and Chief of Staff

22 years in Enterprise Management, Information Technology, Manufacturing and Global Banking & Finance

COO | CAO | Chief of Staff | Finance & Business Manager | PMO

TIAA　　J.P.Morgan　　BARCLAYS　　patni　　Godrej　GE

Project Management Institute.
PMP
(2008-2020)

GIM · Goa Institute of Management · Panaji
MBA
(PGDM)

SSBM GENEVA
Doctor of Business Administration
(In Progress)

J.P.Morgan Technology University
Program Management Certification

📞 +91 98677 91427

🔗 linkedin.com/in/meet**GS**
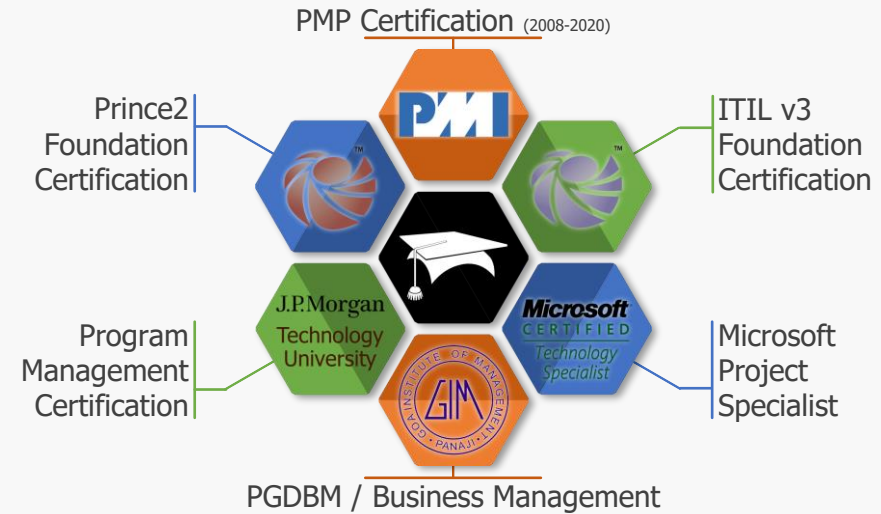
@ meet**GS**@Live.com

📍 Mumbai

Skills and Expertise

- Strategic Programs & Initiatives
- Location & Workforce Strategy
- Vendor Governance and Control
- Management Information & Reporting
- Organization & Technology Maturity
- Annual & Quarterly Planning
- Lean Practices
- Finance & Marketing
- General Management
- Project Management

Education and Certifications

- PMP Certification (2008-2020)
- Prince2 Foundation Certification
- ITIL v3 Foundation Certification
- Program Management Certification
- J.P.Morgan Technology University
- Microsoft CERTIFIED Technology Specialist
- Microsoft Project Specialist
- PGDBM / Business Management

24+ years

Goa Institute of Management
Jun '04 - Mar '06
MBA / PGDM
Gold Medal

BARCLAYS
Dec '09 - Mar '11
Lead PMO
Retail Banking & COO

BARCLAYS
Aug '12 - May '14
Head of Global PMO
Finance Change

TIAA
Nov '21 ......
Director, Business Management
CEO/CAO Support & Enterprise Mgmt.

Godrej GE
Jun '98 - Sep '03
Executive
Manufacturing

patni
May '06 - Dec '09
Project Manager
Program Champion
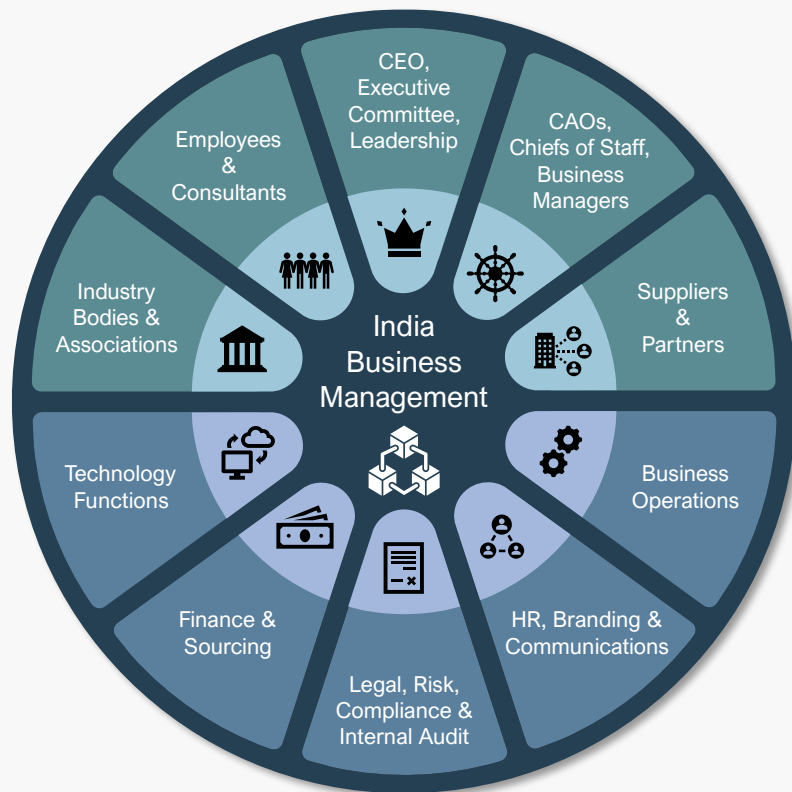Strategic Initiatives

J.P.Morgan
Mar '11 - Aug '12
India PMO
Prime Services Technology

J.P.Morgan
May '14 – Nov '21
Vice President
F&BM / COO – Investment Bank
Securities Services Technology

2000   2005   2010   2015   2020

Current Position (Nov '21 onwards): Director, Business Management @ TIAA

Stakeholders

Wheel diagram centered on **India Business Management** with surrounding stakeholder segments:
- CEO, Executive Committee, Leadership
- CAOs, Chiefs of Staff, Business Managers
- Suppliers & Partners
- Business Operations
- HR, Branding & Communications
- Legal, Risk, Compliance & Internal Audit
- Finance & Sourcing
- Technology Functions
- Industry Bodies & Associations
- Employees & Consultants

Key Responsibilities

- Strategy support to India CEO, CAO & Chief of Staff; and execution of global strategy in India
- Partnership with offices of global CEO and CXOs; and Business Managers / CAOs
- Program Management of Strategic & Transformation Initiatives
- Industry relations including peer firms, industry bodies and advisory partners
- Lead Business Management function consisting of Entity Governance, Initiatives Governance, Vendor and Transition Management
- Leadership engagement & India Enterprise development

Previous Role (May '14 to Nov '21): Vice President @ J.P.Morgan

Management Reporting

- Tracking and reporting on progress of projects and initiatives
- Metrics and reports like Diversity, Headcount, Location, Pyramid, Hiring, Capacity Utilization, Concentration, Span of Control
- Reporting tools include Tableau, MS Office suite, Custom apps

Project Management

- Implemented choice seating system to address seating crunch faced in growth locations
- Reduced Infra/Hardware spend by migrating teams to Virtual Desktop solutions
- Keeping the org fit for purpose by improving the ratio of techies in the Technology function

Workforce Strategy

- Managed 2x growth in 3 years to achieve cost and location strategy
- Leveraged low-cost India locations to manage reduction in high-cost metros ex-India
- Exited non-strategic vendors and countries and migrated large functions to India GSC
- Reduced Cost and Risk by insourcing with productivity

Tools used

Office 365

alteryx Tableau

Business Continuity & Risk

- Keeping the City and Country concentration risk under control
- Rebalancing resources within India teams to ensure critical positions don't remain vacant
- Business Continuity Planning and Testing for Site and Country Risks

Financial Planning

- Play a key part in annual planning and quarterly forecasting for the function
- Control and approve all India spend and review budget with finance on monthly basis
- Custodian of India location relations with the Finance and Business Management function

Organization Maturity

- Improved diversity hiring making the function a leader in diversity
- Responsible for India team's adherence to Org Design principles
- Ensuring that India team gets to work on key global strategic programs and gets a fair share of recognition

Project SharePoint

eXtraSheet
Collect · Consolidate · Analyze · Sh

Earlier Roles (May '06 to May '14)

Barclays PLC

Head of Global PMO, Finance Change
- Established and managed global PMO function for finance servicing all the businesses of the bank
- Reduced cost by migrating roles from UK & Singapore to India
- Established Project Methodologies, Governance and Control, Reporting and MI, Resource and Capability management
- Managed relationship with change heads (Directors and MDs) and CFOs
- Owner of Change Book of Work (Portfolio of Projects and Programs) of 100 projects and annual budget of 100 to 200 mn USD
- Managed Demand & Supply, Capacity and Resource Planning, Workforce Planning

JPMorgan Chase & Co.

India PMO, Prime Services Tech
- Established governance and control for headcount, hiring and vendor strategy
- Headcount and Capacity planning in line with global workforce strategy
- Planning and migrating work from High cost to Low-cost locations
- Business continuity management and Resiliency testing
- Driving people agenda and communication through Town Halls
- Hosting Senior visitors, planning sessions and Off-sites
- Management reporting, Org improvement and maturity initiatives

Barclays PLC

Lead PMO, Retail Banking and COO
- Ownership of end-to-end project management support activities
- Project & Portfolio Planning, Financial Planning and Governance
- Managed & analyzed Project & Portfolio Metrics, Utilization, Billing and Recovery
- Managed projects & portfolio using HP PPM & Clarity tools
- Medium- & Short-Term Planning (MTP, STP)
- Vendor Management / Supplier Relationship Mgmt, Work Order & Invoice Mgmt.
- Improved Project & Process compliance for the Business Unit from 70% to 97%
- Led fast-track projects for IT Benchmarking with Gartner

Patni Computer Systems

Strategic Program (Propel) Champion
- Managed a strategic and the most impactful program for ~3,000-member business unit
- Improved profitability, revenue, margins, billing rates and utilization
- Gross Margins improved by 5 basis points
- Identified and implemented cost optimization opportunities
- Worked with and prepared MIS & Presentations for CXO level execs

Project Manager for IT Projects
- Project Initiation, Planning, Execution, Monitoring, Control and Closure
- Risk Identification & Mitigation
- Quality assurance & compliance to organization methodologies & processes
- Tracking projects using Earned Value Management (EVM) techniques
- Project status reporting and progress measurement, revenue recognition, timely and accurate invoicing
- Managed projects across technologies like Java, J2EE, EJB, SharePoint, Kronos

Initiative Leader & Change Manager
- Proliferating best practices, Driving continuous improvement (12K strong org)
- Training and developing teams, Imparting training on processes and tools
- Enhancing Project Management, EVM & MS Project Capabilities of the organization
- Developing standards, processes, methodologies, tools, templates and checklists Leading organization change & transformation initiatives spanning across domains