During my stint at Wipro Limited, India’s 3rd largest IT services company, I have worked with clients primarily centred in the US and with their offices in London, Switzerland and Luxemburg in Europe. All my clients are from the Banking, Financial Services and Insurance (BFSI) industry and are Fortune 500 organizations, which have global operations, namely Citigroup and StateStreet Corporation. During my career, I have had dual reporting structure, where my first reporting in the client organization is to a VP or an AVP for the project assigned. Interacting with them, I manage client expectations on a regular basis. My second but equally important reporting is to the project manager in my organization. With these clients, I have worked with multiple domestic (India) teams as well as international client teams from US, UK and Switzerland with 10-12 members typically in the team.

My primary responsibilities are to co-ordinate with onsite client teams to oversee assigned project module(s). In daily checkpoints with client teams, I present current project status, follow up on actions, identify potential risks and plan to mitigate risks and challenges. I also create technical and business specification documents besides developing codes and supporting applications. My role is highly critical because any timeline slippage or coding target diminution would damage Wipro’s reputation, which would cascade to business loss. My responsibilities also include mentoring junior programmers, allocating to them tasks and supporting them in problem resolution. To better understand the goals of any module, I have to gain domain specific knowledge - spin-offs, splits, reverse splits, mergers (stock or cash) under BFSI domain, to name a few. I also have to ensure that I find out best coding practices and efficient algorithms from other projects and that my team’s modules integrate well with others. The latest addition to my responsibilities has been business development. My current project with Union Bank of Switzerland, is a pilot project that Wipro has piloted with $150,000 investment into the UBS group Wealth Management Americas. The success of this pilot would give Wipro a foot-in-the-door with expected returns of 5-6 million USD through landing additional projects with the client. After being handpicked for this project, my role involves deep analysis of the applications with minimal documentation available and working in a clean room without any electronic devices, or even pen and paper. Post analysis we will present to the client our analysis of how a factory model for modernization can work, thus showing our capability and acquiring more contracts from the client to pursue this model for other business applications.

This role is of high importance due to the fact that Wipro rarely approves an investment of this scale, thus making our every move highly visible to senior management, including the business head of Financial Services Vertical. This project is allowing me to showcase my talent in handling multifarious roles, and is therefore a significant step for me towards a brighter future.