VIKRAM RAVIPROLU
Sachsenhaeuser-Landwehrweg 92 **Tel: +49 151 15772643**
60599 Frankfurt am Main Raviprolu@mac.com

SENIOR TECHNOLOGY & OPERATIONS MANAGER

LEADERSHIP PHILOSOPHY

- I believe transformational leadership is built on trust, empowerment, and relentless focus on results.
- By fostering a culture of continuous learning, inclusiveness, and accountability, I unite diverse teams around ambitious goals—unlocking individual and collective potential.
- I view every challenge as an opportunity for growth, leveraging change as a catalyst to drive sustainable business outcomes and enduring stakeholder value.

PROFESSIONAL SUMMARY

- Dynamic and decisive senior technology and operations executive with decades of experience guiding large, multicultural teams through complex digital and organizational transformations in global banking.
- Proven track record delivering multimillion-euro cost savings, operational optimizations, and regulatory compliance across Corporate and Private Banking.
- Renowned for strategic vision, people-first leadership, and a relentless drive for excellence in all facets of technology enablement, process improvement, and service delivery.

CORE COMPETENCIES

- **Strategic Leadership & Transformation:** Led integration and operationalization efforts for major bank mergers and digitization initiatives.
- **Process Optimization & Automation:** Expertise in large-scale process reengineering, automation pipeline development, and KPI/SLA governance.
- **Payments & Regulatory Compliance:** Deep domain knowledge in payments innovation, European/US regulations (PSD2, FTR), risk reduction, and stability.
- **Global Team Building:** Proven ability to develop, motivate, and unify multinational teams for cross-border impact.
- **Change Management & Training:** Launched successful upskilling programs (e.g. "Operations Engineer" initiative).

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PROFESSIONAL EXPERIENCE

DEUTSCHE BANK AG, Eschborn, Germany (Jan 1997 – Present; Singapore Jan – Apr 1997)

- **Senior Strategy & Digital Transformation Lead, Private Bank Operations (Jan 2022 – Present):**
  - Established high-performing offshore hub, realizing €37.5M savings ahead of schedule.
  - Led operations impact analysis for Postbank integration, ensuring seamless client experience.
  - Introduced pioneering "Operations Engineer" training framework, elevating workforce capabilities.
- **Senior Portfolio Manager – Transformation, Private Bank Operations (Oct 2019 – Dec 2021):**
  - Architected and implemented digitization, optimization, and automation of core operations.
  - Instituted robust SLA/KPI frameworks, driving post-transformation efficiency gains.
- **Programme Manager – Regulatory Projects, Corporate Bank (Feb 2015 – Sep 2019):**
  - Oversaw pan-European PSD2 compliance across all payment systems—on time, under budget.
  - Advanced process optimizations in Asia & US, including cheque automation and global regulatory rollouts.
- **Programme Manager – Strategic Initiatives, Corporate Bank (Aug 2011 – Jan 2015):**
  - Developed SAP Core Banking adoption strategies, securing business continuity.
  - Orchestrated migration of 250+ Trust & Agency Services functions, achieving €6.5M in cost reductions.
- **Global Head, E-Banking Customer Support, Corporate Bank (Jul 2007 – Aug 2011):**
  - Unified global service teams handling 70,000+ clients.
  - Achieved measurable improvements in SLAs/KPIs and consolidated operations.
- **Head, Corporate Payment Systems, Germany (Oct 2003 – Jun 2007):**
  - Reduced payment platforms from 7 to 3, improved STP rates from 72% to 95%, with significant savings.
- **Senior Roles in IT Strategy, e-Cash™, Retail Banking (Jan 1997 – Sep 2003):**
  - Programme Manager, Retail Banking (Jan 1997 – Jan 2000); Head IT Strategy (Feb 2000 – Sep 2003), concurrently Head e-Cash (May 2001 – Mar 2002).
  - Led digital transformation in retail banking across Germany/France.
  - Successfully managed business shutdowns and strategic pivots in line with evolving market needs.

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PREVIOUS ROLES

- **SI Consulting Pte. Ltd., Singapore (Dec 1995 – Dec 1996):** Business Systems Analyst – recognized for launching Singapore's first internet procurement GST system.
- **HCL Consulting India Ltd. (Apr – Nov 1995):** Defined IBM mainframe guidelines.
- **Compat Inc., India (Aug 1991 – Mar 1995):** Software Engineer – delivered solutions in shipping and steel industries.

EDUCATION

- **MBA (extra-occupational), Ashridge Business School, City University, UK** (Apr 2003)
- **Bachelor of Engineering, Computer Science – Gulbarga University, India** (1991)
- **Six Sigma Yellow Belt** (2005)
- **Project Management Certificate Program (Kerzner Approach), International Institute for Learning (IIL)**, 2006

LANGUAGE SKILLS

- English (Native), German (Fluent), Telugu (Mother tongue), Hindi (Fluent), Tamil/Kannada (Conversational)