

# Fraser Hodges

PROJECT MANAGER

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## EXPERIENCE

### Project Manager

**Jason Global** Apr 2017 - Present

- Tablet banking & Digione product development management; implementation of Tab Banking for 3 clients
- Project Management of digital initiative projects for a Bank; Delivery & Client Management as part of Onsite team
- Prepared project plan & milestones for 9 projects; Engaged with client product team to finalize the delivery timelines
- Singlehandedly managed 2 vendor teams to implement Audit & Compliance applications for 900+ branches & 3000+ DSCs

### Project Coordinator

**Marcel International** Aug 2013 - Nov 2013

- Engaged with 8 clients, govt. compliance team & 5 internal teams to ensure on-time delivery of the orders
- Coordinated with the vendor team to implement an org level order management system to increase productivity

## PROJECTS

### Customer Relationship Management System Integration

**Project Management & Client Engagement** Feb 2019 - Present

- Singlehandedly integrated CRM system with CBS, Workflow, DMS and ATM network of the Bank
- Prepared the WBS & tracked each activity till closure to ensure timely delivery of the project
- Coordinated with **16 crossfunctional teams** to resolve the bottlenecks
- Assessed the current business process and reduced lead contact time by **12hrs** & ensured zero lead slippage

### Master Card (Issuer) Implementation

**Project Management & Client Engagement** Feb 2019 - Aug 2019

- Revised the project plan to ensure within budget work completion & timely delivery
- **25+ Lakh** cards (**20%** of the customer base) were issued to the **Elite** customers within the next quarter

### Digital One (Omni-Channel App Development)

**Product Design & Development** Feb 2018 - May 2018

- Designed the product roadmap of the **self onboarding app** on the mobile and retail internet banking platform
- Engaged vendor team to design the UI&UX of the app
- Spearheaded the development of the Digital One app by managing 6 internal teams

### Tablet Banking – Phase I & II

**Business Analysis & Project Management** Jun 2017 - Feb 2019

- Designed GTM strategy of FIS to launch Tablet Banking app in multiple banks
- Devised a product roadmap of the app considering the value to add for Target Groups
- Vendor Engagement to design the UI & UX for the application
- Spearheaded 5 crossfunctional teams of 27 members;
- Implemented **Agile process** of development & defect fixing process using **JIRA**
- Launched the product for one of the top 8 private banks in India with an audience of **3200+ executives**

## EDUCATION

### PGDM

**Northeastern University** Jun 2015 - Mar 2017

Finance (Major), Marketing & Systems (Minor)

### Bachelor of Engineering

**Georgia Institute of Technology** Jun 2009 - Jun 2013

Civil Engineering

