

DAMNATH DE TISSERA

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For 17+ years, combined innovative business concepts with strong technical insight to architect robust business wins building credibility with executive teams and staff. Hands-on leader leveraging stellar interpersonal skills with a keen sense for relationship management to foster cross-functional collaboration between technical and non-technical personnel to ensure consistency in adapting best methodologies, elevating project management for several organizations. Working for and with high-touch client services firms ranging from digital agencies and startups to multinationals, developed project managers and business analysts as a partner bridging gaps between diversified branches advancing PM standards meeting stakeholder, client and business expectations.

AREAS OF EXPERTISE

Portfolio Prioritization – Global Team Leadership – External and Internal Client Management – PMO/PM Budgeting – Vendor Management – Process Improvement – Risk Management – Resource Planning – PM Tool Development – Cloud & SaaS – Waterfall & Agile Methodologies

PROFESSIONAL EXPERIENCE

CONFIDENTIAL FINANCIAL SERVICES FIRM – Boston, MA

2010 to Present

Leading wealth management and private banking company.

VICE PRESIDENT – PROJECT MANAGEMENT

Provide effective leadership to projects and initiatives throughout the Wealth Management, Cash Management and Enterprise Risk Management business areas. Architect robust organizational risk management and project management processes firm-wide. Clarify and standardize project management structure to optimize development and delivery of solutions. Forge partnerships with external technology vendors and internal stakeholders and resources. Showcase talent for program/project management and an intuitive understanding of financial services needs by driving key implementations and developing effective and industry-sensitive solutions.

- Redefined the enterprise Project Management Office (PMO) to better align its purpose with overall corporate strategy and goals by developing a project portfolio management process that more accurately reflects the firm's objectives and priorities.
- Revamped project management methodologies to emphasize consistency and efficiency, crafting new project templates, tools, and standards that filled perceived and measured gaps within organization.
- Led the effort to implement the firm's first-ever enterprise-wide content management and business process automation system that has already resulted in about 10% reduction of physical storage costs, an increase in operational efficiencies, and an enhanced client experience across several business lines.
- Spearheaded development and implementation of Social Collaboration Platform to foster cross-functional collaboration, pioneering company's first socially-driven intranet.
- Led the implementations of a cutting-edge portfolio management system and a more robust trade order management system within Investment Management that resulted in more efficient trade processing and client relationship management for that area.
- Played key role in implementing an Enterprise Risk Management system for clients and prospective clients, elevating KYC and risk assessment practices.
- Delivered key data repository for clients that enabled bank users to simultaneously view client activity and accounts across all business areas, improving cross-selling capabilities.
- Led the development of an employee management system that enabled Human Resources and senior management to effectively oversee and track the new hire, change of positions, application access request and terminations processes within all markets of the organization.

ASSETTE LLC – Boston, MA

2000 to 2006 & 2009 to 2010

Leader in SaaS and Cloud Service Applications for investment management firms.

INDEPENDENT CONSULTANT - IMPLEMENTATION PROCESS MANAGER

2009 to 2010

Contracted to play crucial role in definition and overhaul of internal processes across Project Management Organization.

ASSETTE LLC experience contd. on next page...

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ASSETTE LLC – Boston, MA

2000 to 2006 & 2009 to 2010

Leader in SaaS and Cloud Service Applications for investment management firms.

Analyzed and refined methodologies across Implementation group. Served as mentor and key point-of-contact for project managers organization-wide.

- Successfully established effective policies capable of delivering repeatable and high quality results.

DIRECTOR OF CLIENT SERVICES

2000 to 2006

Strategic and tactical leadership role, carrying oversight for globally-distributed Client Service group tasked with ensuring client satisfaction and support. Acted as key liaison to major clients in US, Canada, UK, France, South Africa, and Hong Kong. Directed implementation and customization projects for the SaaS software platform that generated more than \$600K in annual revenue.

- Instrumental to spurring company's transformation from startup to reputable application service provider for asset management industry with more than 80 active clients, singlehandedly defining and growing client services department.
- Maintained and realized 50% growth on average in premium client relationships with asset management firms with portfolios of \$1BB+ in assets, including SEI Investments, Nicholas Applegate, and Ariel Capital

NORKOM TECHNOLOGIES – Boston, MA

2006 to 2009

Market-leading provider of anti-fraud software and financial crime and compliance technology to global financial services industry.

SENIOR PROJECT MANAGER

Spearheaded client engagements, customizing and implementing systems and services totaling up to \$1.7MM+ in annual revenue. Steered project planning, resource management, communications, budgeting, and quality assurance while implementing Java-based, database-independent, enterprise software for clients in Money Services Bureau, Insurance, and Credit Card industries. Identified and capitalized on opportunities to expand scope of services and technologies utilized.

Balanced internal and external stakeholder expectations, ensuring project completion on-time and in-budget, as well as aligning with product development road map. Supported pre-sales efforts, including involvement in negotiations and preparation of Statements of Work. Drove teams of globally dispersed and virtual technical professionals.

- Led fulfillment of company's Money Services Bureau contracts, expanding involvement and expertise across different industry segments.
- Laid groundwork for PMO processes and methodologies, as well as assisting in scoping and definition .

AGENCY.COM – Cambridge, MA

1997 to 2000

Leading full-service interactive agency, creating marketing campaigns and websites for Global 1,000 clients.

TECHNICAL CONSULTANT

Provided in-depth technical expertise to the development and support of client technical marketing solutions. Contributed to a variety of client engagements functioning in key roles including as project manager, business analyst, developer, and QA lead.

- Created significant internal cost reductions by architecting tracking system for internal Systems Administration Group that enabled management and maintenance of all hardware and software systems.
- Delivered support and upgrades to Avandia web site for GlaxoSmithKline, as well as participating in technical solution development for Fidelity Brokerage Services Inc, and driving resolution of daily batch cycle data issues to improve data processing.
- Improved operational efficiency of Deutsche Bank's Institutional Asset Management group through the contributions to develop effective intranet site.
- Piloted QA efforts for XML-based news-feed web site for Reuters, enhancing the connection between different data sources.

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EDUCATION & CREDENTIALS

- Master's Degree in Engineering Management ("a MBA for engineers") – Thayer School of Engineering and Tuck School of Business at Dartmouth College – Hanover, NH
- Bachelor's Degree in Electrical Engineering – Dartmouth College – Hanover, NH
- Bachelor's Degree in Physics – Bard College – Annandale, NY

- Certified Project Management Professional (PMP)
- Inducted on merit to Tau Beta Pi, the US national engineering honor society