



RYAN FRANK

GLOBAL DELIVERY HEAD

CONTACT

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SKILLS

- Customer Management
- Stakeholder Management
- P&L Management
- Delivery Management
- Technology
- Building capability
- People Management
- Pre Sales & Solutioning
- Delivery Led Sales
- Contract Management
- Operations Management
- Risk & Compliance Management
- Innovation

AWARDS

Best People Manager Award, Wipro

Best Performer of the Year Award, TCS

CUSTOMERS

- Citi Bank
- Bank of America
- PNC Bank
- Northern Trust
- PayPal
- P&O Nedlloyd
- P&O Ferries

SUMMARY

25 years of extensive experience and proven track record in IT industry. In depth experience in managing customer/stakeholder relationships, delivering large digital transformation programs, P&L management and people management.

- Experience in managing Banking, Travel, Transportation, Logistics and Hospitality industry customer business
- Partnered with CXOs in delivery key transformation initiatives and helped customers realize business benefit targets and their end customer satisfaction
- Experience in managing entire Prospect to Customer journey, managed entire RFI/RFP processes and contract negotiations
- Experience in delivering solutions across Application Development, Application Support and Maintenance, Independent Testing, Technical Helpdesk, Digital, DevOps, Complex IT Infrastructure and innovation
- Led large global teams across North America, United Kingdom, Mexico, EMEA and APAC regions
- Passionate about technology, innovation and power of people

EXPERIENCE

Global Delivery Head
Wipro Limited

Jul 2008 - Present

Leadership: Over 15+ years of experience in managing large accounts, \$125+ million portfolio for a large marquee US based Bank account being the largest. Led global teams for driving Strategy, Delivery, Sales, Pre Sales, Technology, Contract Management and Innovation. Built customer focused winning culture and imparted strong performance ethics.

Conceptualized and built Hunting organization for Banking vertical, converted 4 shortlisted marquee prospects to customers.

Delivery Management: Expertise in building teams and capability grounds up. Delivered the largest transformation program for a US based marquee Banking customer covering 12 market segments - one single platform for entire Consumer Banking business covering Customer Management, Channels, Core Banking, Credit Cards and Wealth Management. Delivered digital transformation programs like Retail Redesign, DSA, Digital Wallet, Payment processing hub and HNI wealth management platform for managing HNI customer needs.

Conceptualized and built shared services organization delivering Agile CoE, Independent Testing, DevOps, Analytics, and Decision Management solutions.

Leveraged strategic insight of emerging technologies, helped creating new capabilities for customer and adopted technologies like Micro Strategy, Micro Focus, Micro Services adoption, PEGA, Dynatrace etc.

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Table of Contents Global Resume And Cv Guide

1. Understanding the eBook Global Resume And Cv Guide
 - The Rise of Digital Reading Global Resume And Cv Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Global Resume And Cv Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Global Resume And Cv Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Global Resume And Cv Guide

- Personalized Recommendations
 - Global Resume And Cv Guide User Reviews and Ratings
 - Global Resume And Cv Guide and Bestseller Lists
5. Accessing Global Resume And Cv Guide Free and Paid eBooks
 - Global Resume And Cv Guide Public Domain eBooks
 - Global Resume And Cv Guide eBook Subscription Services
 - Global Resume And Cv Guide Budget-Friendly Options
 6. Navigating Global Resume And Cv Guide eBook Formats
 - ePub, PDF, MOBI, and More
 - Global Resume And Cv Guide Compatibility with Devices
 - Global Resume And Cv Guide Enhanced eBook Features
 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Global Resume And Cv Guide
 - Highlighting and Note-Taking Global Resume And Cv Guide
 - Interactive Elements Global Resume And Cv Guide
 8. Staying Engaged with Global Resume And Cv Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Global Resume And Cv Guide
 9. Balancing eBooks and Physical Books Global Resume And Cv Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Global Resume And Cv Guide
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Global Resume And Cv Guide
 - Setting Reading Goals Global Resume And Cv Guide
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Global Resume And Cv Guide

- Fact-Checking eBook Content of Global Resume And Cv Guide
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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