

RAJEEV KUMAR

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EXECUTIVE SUMMARY

Result driven, customer focused information technology executive with 29 years of leadership experience in managing large-scale global delivery operations, client success & account management, cybersecurity governance and AI adoption. Experienced in software engineering, digital and core banking products engineering, digital transformation, intelligent automation, professional services and managed services, leading product and platform transitions to Global Capability Centers (GCC) to optimize performance and scalability in follow the sun model.

In addition to software/product engineering, proven track record of managing delivery P&L of \$75M revenue, leading organization of 1,200+ professionals and delivering mission-critical solutions for global clients for professional and managed services business at Fiserv. Extensive international experience in the USA, UK, Germany, and Australia, partnering with leading financial institutions while working with Fiserv and Infosys for clients like The Copeland Companies, BHF Bank, AMEX, Westpac, Assurant and many other Fiserv clients.

CORE COMPETENCIES

Executive Leadership & Strategy

Delivery P&L Management | Global Delivery Unit Leadership | Senior Stakeholder Engagement | Client Relationship & Success Management

Technology & Delivery Excellence

Software and Product Engineering | Digital and Core Banking Product Development & Enhancement | Professional and Managed Services | Digital Transformation | Intelligent Automation

Product & Platform Transition Leadership

Transition Planning & Execution | Knowledge Transfer | Establishing High-Performance Teams in GCCs

Domain Expertise

Banking | Fintech | Payments | Digital Channels | Cards

Cybersecurity & Governance

Governance of Cyber Risks, Data driven dashboards, Remediations through AI tools and AI Enabled Chatbot

Generative AI and Agentic AI

Multiple AI certificates from DeepLearning.AI, Wharton Online and UPenn Online.

SERVICES, TECHNOLOGIES & OPERATIONS LEADERSHIP

Extensive experience managing product/platform/application engineering, development, testing, maintenance, managed services, professional services, technical writing, architecture, business analysis, data conversions and 24x7 support. Led software, platform and product deliveries across diverse technology stacks such as Salesforce, .NET, Java, Mainframe, AS/400, Stratus, VB, Oracle, SQL Server, DevOps, WebMethods, RPA, Cloud Migration, Salesforce integration, DevOps, HP QTP, Selenium, Postman, etc by applying multiple delivery methodologies (Waterfall, Hybrid, Agile). BI Dashboards and AI enabled chatbot for Cyber governance and AI tools for vulnerability remediation.

Adept at operations management with strong cross-functional collaboration across PMO, Quality, Audit, HR, Recruitment, Admin, IT Infrastructure, and Finance. Skilled in driving delivery excellence, hiring, people management, attrition control, performance management, and achieving financial targets including top-line growth and gross margin objectives. Consistently meet customer satisfaction and employee engagement benchmarks within large-scale delivery units.

PROFESSIONAL EXPERIENCE

Experience with Fiserv

Over 19 years of senior leadership and in partnering with multiple Fiserv business units to transition products/platforms to GCC, deliver digital transformation, drive operational efficiency, and cyber risk governance. Key highlights -

- Built high-performance teams in GCCs to strengthen delivery capability across multiple business Fiserv units for digital payment and core banking platforms for product engineering, support and professional services.
- Leading a delivery and solutioning team of 1,200+ associates for a Fiserv managed services business in direct and matrix structure and delivering a P&L of \$75M revenue for Fiserv, by providing Fiserv product adjacent and agnostics

solutions and services to clients including automated UAT Services, Salesforce integration, Product/Platform engineering, development & maintenance, RPA, ETL services, digital transformation, cloud migration, etc.

- Successfully established and managed India-based teams supporting a multi-million-dollar Bank-in-a-Box platform for UK retail banking, covering product integration, testing, ETL, analytics, business analysis, and round-the-clock operations support.
- Spearheaded cyber governance transformation for one of the large businesses at Fiserv, introducing structured governance forums, cyber control tracking, audit readiness processes through BI dashboards & AI enabled chatbot for real-time oversight and AI tools for vulnerability remediation.
- Online Transformation Program for a large Australian Bank – Leadership role was assigned by Fiserv leadership to validate release wise deliveries against client's commitments from scope point of view, reducing cost of ownership for Fiserv and generating additional Fiserv revenue by selling and delivering System Integration Testing program for Westpac against a fixed bid contract.
- Took ownership to fix delivery challenges in ongoing development a credit union core platform of Fiserv and delivered to AOP commitments while managing a large team of 250+ associates.
- Executed product and platform transitions from legacy to modern architectures, ensuring seamless knowledge transfer and operational continuity.
- Partnered with multiple Fiserv business units to deliver digital transformation, operational efficiency, and compliance across APAC, EMEA, and North America.

Experience with Infosys

Over 10 years of delivery and account leadership in IT Services for global clients across Banking, Cards, Retail and other domains. Managed a portfolio of multi-million dollars annual revenue for Infosys and other large-scale, global delivery programs for clients including The Copeland Companies, Nestlé, BHF Bank, and AMEX.

- Managed programs/projects, ensuring on-time, on-budget delivery of enterprise-grade solutions.
- Managed multi-millions dollar portfolio and collaborated with AMEX leadership in EMEA and US to align technology initiatives with business objectives, improve operational efficiency, and enable transformation for Card Authorization and Card Authorization
- A business process modeling product generating web-based applications
- Porting a VB based product from SQL Server to Oracle 9i
- Worked on an AS/400 based platform for a 401K record keeping company

EDUCATION

- Bachelor of Engineering – Indian Institute of Technology, Roorkee, India
- Master of Technology – Indian Institute of Technology, Delhi, India

CERTIFICATIONS

- Agentic AI - Risk and Cybersecurity Masterclass 2025
- AI Strategy and Governance (Wharton Online)
- AI for Everyone (DeepLearning.AI)
- AI for Business (UPenn Online)
- AI fundamentals for Non-Data Scientists (Wharton Online)
- Generative AI for Everyone (DeepLearning.AI)
- Cloud Computing Fundamentals (Udemy)
- SAgile 4 Certified Agilist (Scaled Agile, 2017-2018)
- ABA Certification
- Many internal certifications with Fiserv and Infosys