

SHILPA MATHEW

Email: smathew5@id.iit.edu

Website: <https://www.shilpamathew.com/>

Location: Open to relocation & travel

10 yrs changing organization mindsets, creating digital experiences & solving complex problems with a human centered approach

Strategist. Researcher. Information Architect. Agile Engineer.

EXPERIENCE

Design Research & Strategy

- Framing research inquiry & creating a strategy to enable transaction banking to lead in customer experience & market share in Middle East
- Led information design & architecture for business intelligence of bank
- Place making Strategy to revitalize Wabash Ave in downtown Chicago
- Business Modeling for a digital platform for craft beer consumers
- Service Designing for a Physical Therapist messaging service App

Digital Transformation & Change Management

- 12 member steering committee working with expert EQ consultants to create engaging & collaborative culture across 300 employee division
- Built organizational capability of an integrated portfolio planning
- Streamlined Solution for Accounts payable & General Ledger increasing productivity by 50 % of Oracle & improving employee experience
- Led a \$2M Credit Risk Basel 2 Implementation eliminating 7 day process

Client & Stakeholder Engagement

- Delivered strategies & road-maps driven both from top down analysis with an articulated business strategy & bottom up with tech capability
- Produced business cases & cost-benefit analysis for fifteen business units of thirty one projects valued at \$ 18M for annual budgets

WORK HISTORY

Research & Strategy Consultant | 2016 - 18

Led workshops, primary & secondary research, value propositions & minimum viable product from powerful insights and brought research to life with emotional experience maps, insight-opportunity frameworks & stories.

Emirates NBD, Dubai

AVP, IT Business Partnerships, Digitalization & Innovation | 2016

Engaged by the CIO to lead digital program engagements for Wholesale Banking div as the liaison between business strategy & technology solutions.

Sr. Mgr. IT Business Partner, Wholesale Bank & Finance | 2012 – 16

Responsible to deliver tech advisory services, product recommendations to C execs & to execute IT strategy maximizing business value of IT investments

Dubai Bank, Dubai

Manager, Product Management, Value Services, IT | 2011 – 12

Managed 1 of 4 tech streams worth \$4M implementing products - credit debit cards, credit, market, ops risk, ATM/CDM, payment channels, treasury

Team Leader, Business Intelligence, IT | 2009 – 11

Accountable for information architecture from 14 sources creating 210 reports & designing user scenarios, analytics and user interactions of bank

Quality & Business Analyst, Business Management Group, IT | 2007 - 09

Mashreq Bank, Dubai

Software Engineer, Enterprise Project Office, IT | 2005 – 07

NOTABLE ACHIEVEMENTS

Emirates NBD

Awarded global digital leader 2017 by BAI

Awarded for initiating innovation practice
Youngest AVP, Partner managing a third of business

Dubai Bank Top performer award twice

Mashreq Membership CEO club top 97 percentile
UNCC Engineering Mgmt Honor Society

EDUCATION

Masters of Design Methods, Research & Strategy
Institute of Design, IIT, Chicago, IL

Masters of Science, Engineering Management
University North Carolina, UNCC, Charlotte, NC

Bachelor of Engineering, Computer Science
Birla Institute Tech & Science, BITS PILANI, India

PROFESSIONAL DEVELOPMENT

2016 **Harvard** Principles of Finance
2015 **IDEO U** Insights for Innovation
2012 **TOGAF** Enterprise Architecture
2010 **CISA** Information Systems
2009 **PMP** Project Management
2009 **Six Sigma** Green Belt
2008 **Moody's** Internal Auditor Training
2003 **CCNA** Cisco Network Associate

CAPABILITIES

Stakeholder Engagement
Workshop Facilitation
Strategic Research & Field Work
Business Intelligence & Analytics
Compelling Storytelling

SOFTWARE PROGRAMS

Adobe Creative Suite
Mega Enterprise Architecture
UML Modeling
Microsoft SQL ETL & Reporting
ASP Dot Net Programming