

ANITHA SELVARAJAN

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PROFESSIONAL SUMMARY

Enterprise technology leader driving digital transformation across financial services and healthcare. I translate complex business challenges into technology roadmaps and deliver enterprise-scale change through AI-driven solutions, cloud-native architecture, and data platform modernization. I work directly with C-suite executives on Agile transformation, agentic AI, robotic automation, and enterprise architecture — the kind of work that shows up in measurable business impact. I define product strategy, prioritize what matters, and run cross-functional teams (including manager-of-managers organizations across onshore and offshore locations) to deliver solutions that meet business objectives. I manage delivery lifecycles end to end, with real accountability for financial planning, risk, and process — and I care about mentoring strong teams and improving how we work.

CAREER HISTORY

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| Principal Technical Product Manager & Application Owner, VP FirstCitizens Bank | Aug 2021 - Present |
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1. Pushed adoption of Generative AI and agentic tooling — used Copilot Skills and scheduled agents to automate incident analysis reports and executive dashboards, improving leadership visibility into team ROI and cutting reporting turnaround time by 90%.
 2. Led the AI initiative converting customer chatbot queries into vector embeddings, retrieving account, balance, and transaction data via cosine-similarity scoring, and built the reranking and retrieval health-check rules for production reliability.
 3. Led the end-to-end migration of the enterprise data warehouse from Snowflake to Databricks, redesigning ETL/ELT pipelines with dbt and Airflow, setting data governance and metadata standards, and putting DataOps/CI-CD in place for pipeline deployment.
 4. Led the comparative platform analysis of SVB vs. First Citizens Commercial Banking Systems that shaped executive migration strategy toward integrating FCB's Hogan into SVB's Signature platforms — accelerated consolidation by 6 months and eliminated an estimated \$65M in combined costs over 2 years.
 5. Partnered with Risk, Compliance, and Governance to redesign audit-event capture and reporting, improving audit readiness by 80% and cutting audit-event gaps by 50%.
 6. Directed four high-performing Agile teams on a \$50M annual delivery portfolio, delivering reporting services on AWS S3/Documentum, Elastic Search, APIGEE, Kafka, Splunk/AppDynamics/Dynatrace, Java microservices on OpenShift, and Oracle/Postgres/Redis data layers.
 7. Led rewrites of Statements, Reports, Notices, and Tax Document generation for faster data retrieval, adding caching improvements and proactive data-inconsistency alerting that cut production issues by 11% within 6 months.
 8. Worked with FISERV on statement and check-image storage and retrieval, and owned RFP/RFI submissions with FISERV and AWS, improving operational efficiency and the customer experience.
 9. Led the \$15.5M/year eConnect-to-GO digital modernization over 4 years, phasing delivery to migrate roughly 10,000 users across market segments.

10. Integrated high-yielding investment accounts, enabling target-balance overnight sweeps between Direct Deposit and money market accounts — grew bank revenue and customer accounts by 4%.
11. Coordinated cross-functional work and systems integration for a \$20M cryptocurrency asset portfolio — managed the Coinbase custodian relationship and steered the blockchain infrastructure through Enterprise Architecture review to secure Permit to Develop and Operate authorizations.
12. Built a risk and dependency framework across Cards, Payments, Loans, and external partners (Blackrock, CacheMatrix, OFX, PLAID, BillPay), presenting severity-based risk posture (S2/S3/S4) to the Steering Committee.
13. Modernized payment systems with enterprise architects, directors, and managers, delivering in-house solutions on AWS S3, Kafka, and APIGEE that eliminated vendor dependency for \$6.22M in annual savings.
14. Led the redesign of Client Onboarding, User Entitlements, and Vendor/Partner Integrations for Payments, Cards, and Loans into a microservices architecture for better performance, including decomposing the Admin domain into Client/User/Product microservices.
15. Drove product and technology roadmaps for Client Enrollments and User Entitlements, aligning executive stakeholders and turning business needs into feature themes and delivery milestones.
16. Cut program approval cycle time by 30% and improved customer search relevance/NPS by 12%, working with Risk, Fraud, and Legal and resolving 15+ high-severity production issues affecting product performance.
17. Grew organic search visibility by 20% through targeted SEO and keyword research, and supported revenue growth through sales demos and industry conference representation.

Delivery Lead, Product Owner, Agile Transformation Leader, VP | Wells Fargo

Apr 2015 - Aug 2021

1. Built and managed a 31-member StageCoach team, standardizing testing procedures, review checkpoints, and quality benchmarks — delivery got more consistent.
2. Supervised delivery of strategic initiatives across Credit Card, Home Equity, and Auto with business executives, operations, enterprise risk, and technology leaders.
3. Set Agile governance, SDLC processes, Definition of Done, acceptance criteria, and portfolio metrics, and coached cross-functional teams in the US and India through enterprise Agile transformation.
4. Hit zero-defect delivery across multiple products in the .Net suite and picked up several recognition awards; built the executive dashboards, technology roadmaps, and status reporting leadership used.
5. Directed work prioritization and defect triage while staying in continuous contact with stakeholders to protect release timelines and product reliability.

Principal Product Owner | McAfee, IT Program Lead, StateBar of California, San Francisco | Lead Solutions Architect, iSoft, Chennai | Tech Manager, Ramco, Chennai | Tech Lead | Thesys Tech for REPCO Bank, Chennai

Held progressive leadership roles — including Tech Manager and Program Lead — across State Bar of California, iSOFT R&D, Ramco Systems, and Thesys Technologies, leading product architecture and enterprise software initiatives at each.

SKILLS & TOOLS

Product Strategy | Technology Delivery & Portfolio Leadership | Roadmap & PI Planning | Requirements Gathering | Agile Scrum/Kanban & SAFE Methodologies | Manager-of-Managers & Distributed Team Leadership | Stakeholder Management | Financial Planning, Budgeting & ROI Tracking | Data-Driven Decision Making | KPI & Metrics Reporting | Risk & Issue Management | Process Optimization | Systems & Enterprise Architecture | Vendor Management | Agentic AI Skill Creation & Solutioning (Copilot Skills, Claude Agents, n8n) | LLMs & Retrieval-Augmented Generation (RAG) | Data Platform Architecture & Migration (Snowflake, Databricks, dbt, Airflow) | SDLC Governance | Risk & Audit Compliance | SOC2 Reporting | Enterprise Architecture & Microservices Design | Cloud & API Integration (AWS, Azure, APIGEE, Kafka) | Legacy System Modernization & Digital Migration | Enterprise Risk & Regulatory Compliance | Financial Services Domain Expertise (Payments, Cards, Loans) | Vendor & Custodian Relationship Management | CI/CD & DevOps Automation | Six Sigma / Lean Process Improvement | Executive Communication & Board-Level Reporting | Change Management & Organizational Transformation | Data Warehousing & Business Intelligence | N8N | Claude Cowork | Copilot Multi Agents | MCP | RAG | LangChain | Llama | Cloud Platforms (AWS / Azure) | Snowflake | Databricks | dbt | Airflow | AWS Glue | Openshift | Microservices | REST API | SOAP | APIGEE | Java | C# | ASP.Net | HTML | CSS | Javascript | JSON | jQuery | SQL | Oracle | DB2 | Postgres | Redis | JIRA | Splunk | AppDynamics | Dynatrace | Powerpoint | Excel | Documentum | AWS S3 | SSIS & SSRS | ElasticSearch | Git | Kafka | FIGMA | Coinbase (Custodial Platform) | Confluence

PROFESSIONAL CERTIFICATIONS

Six Sigma Lean Black Belt Professional | Six Sigma Champion | Certified Project Management | Change Management Specialist | Certified Agile Coach (ICP-ACC) | Professional Scrum Product Owner (PSPO)

EDUCATION

Bachelor of Technology in Information Technology | University of Madras