**Ankush P. Karnik**

**PERSONAL INFORMATION**

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**PROFESSIONAL SUMMARY & QUALIFICATIONS**

Solution focused, multi-disciplinary, results-driven, hands-on problem solver with over 19 years of cross-industry project and program management experience. Proven leadership in managing and delivering integration, analytics, and enterprise automation and modernization programs in fast changing, fluid, budget constrained, and high-stress environments. Experience in navigating ambiguity to actionable and executable tasks. Experience in implementing enterprise-wide program management standards and pragmatic approaches, and mentoring project managers and staff for success. Certified in project, scrum, scaled agile, and six sigma with knowledge from bid through project closeout.

**SKILLS**

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| * Program & Project Management | * Agile & Kanban Coaching | * Strategic Planning |
| * Budget & Resource Management | * Business Case Development | * Business Analysis |
| * Risk Management | * Statistical Analysis-Metrics | * Program & Project Auditing |
| * Relationship Management | * Data Analysis & Visualization | * Proposal Development |

**PROFESSIONAL EXPERIENCE**

Jan 2012 – Present ***Program Manager / Project Manager / Scrum Master***

Volanno | Washington, D.C.

* Initiated and lead multiple customer-funded programs with a combined value of $45M over contract period.
* Spearheaded implementation of program management standards, project controls, and pragmatic approaches to increase contract compliance and reduce program costs by 15%.
* Developed project financial tracking and control models to automate project-health reporting and reduced corresponding overhead costs by 25%.
* Served as a primary Point-of-Contact (POC) for the Contracting Officer Representative (COR) and the Government Program Manager for the duration of the programs. Developed and implemented communication strategy to increase program transparency aimed at exceeding client expectations.
* Introduced, coached, and implemented Agile and Kanban principles increasing team productivity by 40% and reducing rework by 20%.
* Mentored and guided geographically dispersed technical teams of 25 professionals in applying agile principles and project management best practices on a $8M annual data warehousing and integration contract.
* Championed requirements gathering, impact analysis, and feature definition and prioritization across multiple data warehouse applications and products using SAFe Agile methodologies.
* Championed design, development, and implementation of a methodology for processing and visualizing real-time streaming data and creating a persistent data store to run online and offline analytics. Framework delivered within schedule and budget and used by senior and operational managers.
* Developed an out of the box innovative pitch of a vehicle safety mobile application and secured $400,000 in multi-round funding from the United States Department of Transportation (USDOT) – Volpe Center.
* Led product team through ideation, design, development, and beta testing, and developed a functional Minimum viable product (MVP) within schedule and 8% under budget.
* Provided leadership, vision, and guidance to developer and client teams on maintaining and enhancing the Automated Contract Execution Financial System tracking more than $400M in federal capital expenditures for the FAA.
* Championed design, development, and implementation of an Unmanned Aerial Systems (UAS) metrics platform for the FAA Office of Policy and Plans. Platform used to develop and visualize first-ever UAS forecast.
* Led an internal analytics project to predict train arrival times along the Northeast Corridor (Washington-New York) leveraging open-source data and other discrete data streams. Presented project results in December 2018 Big Data in Railroad conference in Delaware.
* Developed audit models, and helped client identify and negotiate over $300,000 in excess billing with vendors on long-term strategic projects.
* Led a team of 15 contractors, IT staff, vendors teams and transportation professionals representing 10 departments to implement a robust mobile Point-of-Sale and Inventory Management system for client’s food and beverage group.
* Recommended and successfully championed transition of Point-of-Sale systems helpdesk from contractor firm to client’s in-house 24x7 customer support team. Transition generated over $35,000 in annual savings.
* Collaborated with in-house proposal team to develop technical and pricing volumes for both unsolicited and invited proposals.
* Delivered bid/no-bid recommendations and decisions to senior management and business development teams to win federal contracts.

Aug 2010 – Jan 2012 ***Vice President***, Risk Management & Analytics

Citigroup, Inc. | New York, NY

* Led a global team of risk analysts for managing risk policy for $100M Citi Cards portfolio.
* Analyzed acquisition risk policies for Citi cards, and recommended strategies to improve approval rates and increase receivables by $15M.
* Championed implementation of innovative credit solutions aimed at portfolio expansion – increasing receivables by $4.6M and increasing revenue by 20%.
* Led cross-functional collaboration with legal, compliance and policy execution teams of to implement policy changes and perform post-implementation validation.
* Served as liaison between technology and development teams to translate risk policy changes into technical requirements and ensuring timely and accurate implementation.
* Led resolution of an online workflow issue that inappropriately declined accounts. Identified issue, communicated issue to risk managers, and followed through with issue resolution.

Aug 2009 – Jul 2010 ***Associate***, Social Media/Consumer Marketing Analysis

Citigroup, Inc. | New York, NY

* Collaborated with product marketing teams to develop and implement marketing strategy for over 2M High Risk Accounts. Targeted marketing strategy generated $10M in incremental EBIT and reduced NCL by $2M.
* Facilitated cross-functional collaboration to launch Citi Digital Care team, tasked with servicing Citigroup customers on social channels. Proactive resolution of issues increased positive sentiment of Citigroup mentioned by 25%.
* Led and managed Social Media Listening analysis aimed at deriving actionable insights from Citigroup related social conversations. Listening Analysis helped create actionable marketing campaigns and engage with customers in real-time via social channels.
* Led requirements gathering and vendor selection process and guided the project team through Social Media Listening platform sourcing and procurement.
* Led re-launch of Citi’s financial education site www.usecreditwisely.com. Developed effective marketing strategy aimed at delivering quality financial education to Citi’s customers.

May 2008 – Aug 2008 ***Summer Associate***, Risk Management & Analytics

Citigroup, Inc. | New York, NY

* Analyzed and revised credit lending policies and procedures for CitiBrands portfolios to limit maximum credit exposure. Policy revisions helped generate over $6M in annual savings by optimizing credit approval processes and moving credit applications to systemic queues.
* Developed and recommended repositioning strategy for cross-selling financial protection products. Strategy helped educate customers on Citi financial protection products and generate $20M in incremental annual revenue.
* Identified and quantified credit tightening opportunities by running statistical models, aimed at minimizing net credit losses, and maximizing net income margins across cards portfolios.

Sep 2004 – Jul 2007 ***Project Manager***, Transportation

New Jersey Transit Corporation | Newark, NJ

* Initiated and managed full life cycle for mission-critical transportation technology projects with budget of over $4M. Projects were aimed at improving operations and minimizing cost impact of re-negotiation of union contracts.
* Championed development of business and functional specifications for replacement of legacy transportation system, and served as liaison to business owners, IT, operations, procurement, and external parties throughout procurement process.
* Led and managed cross-functional team to implement advanced operations (Bus Operator Scheduling and Timekeeping) system in transit bus operations. Project minimized data redundancy over company’s network and generated $50K annual savings in legacy system maintenance.
* Successfully balanced development budget of over $1M by delegating projects to in-house and consultant teams responsible for design, implementation, and maintenance of transportation enterprise systems.
* Supported senior management in union contract negotiations by analyzing transportation data and conducting sensitivity analysis to determine financial and operational impact of contractual terms.
* Directly supervised part-time and entry-level staff responsible for conducting business analysis and publishing business KPIs for New Jersey Transit Bus Operations Inc.

Feb 2002 – Sep 2004 ***Transportation Systems Specialist***

New Jersey Transit Corporation | Newark, NJ

* Led cross-functional and cross-business lines program to implement and integrate the Automated Fluids Management System with other enterprise systems at 16 bus garages thereby reducing data redundancy and reducing per bus fueling time by 25%.
* Developed analytical models to track business KPIs and established an ongoing reporting program to report metrics to senior management.
* Developed and implemented procedures to ensure timely and proper resolution of system issues to minimize downtime and negative impact on the system & operations.

Nov 2001 – Feb 2002 ***Packaging Engineer***

Del Laboratories | Uniondale, NY

* Improved product marketability for N.Y.C and Sally Hansen product lines by collaborating with vendors and other internal departments to develop new product packaging.
* Designed and developed shippers for shipping products and campaign displays to retail outlets.
* Maintained product Bill of Materials for all cosmetic and pharmaceutical products.

May 1999 – Nov 2001 ***Systems Development & Engineering Intern***

New Jersey Transit Corporation | Newark, NJ

* Led the labor relations case database conversion from dBase to Microsoft Access and confirmed Y2K compliance. Project was completed 2 weeks ahead of schedule.
* Generated $640,000 in annual savings by optimizing company’s track maintenance strategy. Presented analysis to senior management for approval and implementation.
* Assisted management in preparing and publishing monthly operations statistics reports to internal customers.

Sep 1998 – Apr 1999 ***Systems Administrator***

Comp-U-Learn | Edison, NJ

* Configured and maintained computer networks at company’s facilities in tristate area.

**TEACHING EXPERIENCE**

May 2022 – Present **Project & Program Management Trainer**, Corporate & Continuing Education

Middlesex College | Edison, NJ

* Delivering project management training focused on pragmatic approaches to private and public corporations.

Sep 2016 – Present **Adjunct Professor,** Department of Mechanical & Industrial Engineering

Newark College of Engineering, New Jersey Institute of Technology | Newark, NJ

* Teaching Engineering Management (Engineering Economics & Project Management), a senior level undergraduate course for engineering majors.
* Updated course contents and delivery to provide practical know-how and maximize course benefit to students. Collaborating with other instructors to implement changes across sections.

**SERVICE**

Apr 2018 – Present **Member, Industry Advisory Board** – Department of Mechanical & Industrial Engineering

Newark College of Engineering, New Jersey Institute of Technology | Newark, NJ

* Advise and assist in strategic planning, program assessment, mentoring students, and fundraising for the university.

**EDUCATION**

2007 – 2009 **M.B.A** General Management

McDonough School of Business

Georgetown University, Washington, DC

2003 – 2005 **M.S.** Engineering Management

Newark College of Engineering

New Jersey Institute of Technology, Newark, NJ

1998 – 2001 **B.S.** Industrial Engineering

Newark College of Engineering

New Jersey Institute of Technology, Newark, NJ

**PROFESSIONAL CERTIFICATIONS**

2019 SAFe 4 Product Owner / Product Manager (POPM)

Scaled Agile

2018 Six Sigma Green Belt (CSSGB)

American Society of Quality (ASQ)

2017 Scrum Master Certified (SMC)

Scrum Study

2013 Project Management Professional (PMP)

Project Management Institute (PMI)

2005 Six Sigma Yellow Belt

Institute of Industrial and Systems Engineers (IISE)

2002 Certified Engineer-In-Training (#12638)

State Board of Professional Engineers and Land Surveyors, New Jersey

**PUBLICATIONS**

***Peer Reviewed Journal Articles & Conference Proceedings***

1. **Karnik, Ankush.** “Leveraging Data Through Multidimensional Visualizations”. The Journal of Air Traffic Control (Summer 2018): 15-26
2. **Karnik, Ankush**; Passerini, Katia. “Wireless Network Security - A Discussion from a Business Perspective.” IEEE Explore (April 2005): 261-267

***Professional Blog Posts***

1. **Karnik, Ankush**. “Delivering Tableau Interactive Visualizations for the FAA”. <https://www.volanno.com/delivering-tableau-interactive-visualizations-for-the-faa/>