SISHIR PAUDEL

E-mail: ccr.pdl@gmail.com

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Kathmandu, Nepal   **Mobile**: 9851161082

Professional Summary

Dynamic and results-driven Chief Digital Transformation Officer with over 18 years of experience driving digital banking, innovation, product development and customer-centric solutions. Proven track record of transforming traditional banking operations into digital first ecosystem, delivering seamless Omnichannel experiences, and achieving significant business growth. Recognized for visionary leadership, strategic partnerships, and expertise in emerging fintech technologies.

Dynamic and results-driven **Chief Digital Banking Officer** with over [X] years of experience driving digital banking innovation, product development, and customer-centric solutions. Proven track record of transforming traditional banking operations into digital-first ecosystems, delivering seamless omnichannel experiences, and achieving significant business growth. Recognized for visionary leadership, strategic partnerships, and expertise in emerging fintech technologies.

Core Competencies

- Digital Banking Strategy Development
- Product Innovation & Lifecycle Management
- Digital Payments & Omnichannel Platforms
- Customer Experience Transformation
- Data Analytics & AI-Driven Insights
- Cybersecurity & Compliance
- Fintech Partnerships & Ecosystem Building
- Agile Project Management
- Digital Transformation Leadership
- Emerging Technologies
- IT Infrastructure Optimization
- Regulatory Compliance and Risk Management

Professional Experience

1. Manager – Chief - Digital Transformation Ecosystem

Date: 2020-01-17 to Till Date

Organization: NIC Asia Bank Limited

Responsibilities:

- Collaborate with technology, business, sales, and operations partners to define and build innovative digital products
- Lead various strategic digital projects and establish strategic partnership
- Lead the cross functional teams across region to implement digital initiatives such as Omnichannel based digital solutions
- Play a key role in building strategic alliance and business partners for customer acquisitions and cross selling.
- Develops annual operating and capital budgets for information and technology systems.
- Maintains problem logs, documenting system errors or defects. Serves as the primary contact to software, hardware vendors, consultants, and partners.
- Ensures that all information systems operate according to IT Policies
- Spearhead all mobile development including payment, banking and commerce; •
- Drive the implementation of next generation of Internet, Mobile and Tablet Banking
- Implementation of various digital projects to achieve the Bank's digital first strategy.
- Lead the process automation jobs including both internal and external.
- Define, drive, and manage the development strategies of banking digital platforms.
- Lead Digital Payments Implementation in the Bank and tie-up with various PSP/PSOs

2. Assistant Manager – Digital Banking Department

Date: 2017-10-17 to 2020-01-15

Organization: Janata Bank Nepal Limited

Responsibilities:

- Product development and testing

- Management of Third Party Payment Ecosystem

- Assist Sales team for Digital Banking Services.

- Policy and product paper development

- Coordinate day-to-day technical issues on Database, ATM's, Delivery Channels, Hardware, Networking, Email servers etc.
- Implementation of delivery channels like mobile banking, internet banking, bill payments, merchant payment & e-Sewa services
- Design and develop business process Automation Systems

- Development of Business Intelligence Reports & Dashboards.

- Assist sales team for reporting on Digital Banking services

3. Senior Officer – Information Technology

Date: 2008-02-28 to 2017-10-27

Organization: Prabhu Bank Limited (Former Kist Bank Ltd)

Responsibilities: Performing overall responsibilities of the Department including;

- System Administration

- Database Administration

- Transaction Banking Products Management & Development

- Research and Development

- Software Development

- Third-Party Integration

- Procedure & Policy Development

- Core member of NRB IT Guidelines Implementation team

- Core member of system integration team

- Maintain upgrade data center fail over data center and disaster recovery site as per requirement

- In-hand experience of Branchless Banking (BLB) service implementation

- Successfully Implemented Email System (MDaemon)

- Coordinate day-to-day technical issues on Database, ATM's, Delivery Channels, Hardware, Networking, Email servers etc.

- Implementation of delivery channels like mobile banking, internet banking, bill payments, merchant payment & e-Sewa services

4. Computer Teacher

Date: 2002-05-29 to 2007-05-15

Organization: Sagarmatha English Boarding Higher Secondary School, Butwal

Responsibility: Teach Computer Science for secondary and higher secondary level. Perform hardware and software support to the school as well.

Educational Profile

- ❖ **Master in Computer Science (Msc IT): Sikkim Manipal University (2011)**
- ❖ **Bachelor in Computer Application (BCA)** - Pokhara University,(2006)
- ❖ **10+2 (Science)** - New Horizon EBHSS,(2002)
- ❖ **S.L.C.** – Kerwani Hr. Sec. School, Government Board of Education,(2000),

Trainings and Seminar

1. Flexcube Administration and Support Training

Date: 13th May 2018 25th May 2018

Oraganized By : Oracle Inc, Bangalore

2. Training on EMV Card

Date:

Organized By: Elite Network Solutions

Description: 2 days training organized by Elite Network Solutions about new concept on the implementation of Electra, Master and Visa card in Nepal.

3. IT Conference

Date: 29-30th January, 2012

Organized By: Jointly by CAN and ISOC Nepal Chapter

Description: Conference organized by Computer Association of Nepal and Internet Society Nepal on different hot issues of Information Technology mainly in the area of internet or cyber computing.

4. Training on JAVA

Date: October 2011 to December 2011.

Institute: Deerwalk College of Technology

Description: Professional training on Core Java organized by DWIT as a short term course.

5. SWIFT Training

Date: December 2011

Organized By: SWIFT (Society for Worldwide Interbank Financial Telecommunication) User Group, Kathmandu, Nepal

Description: SWIFT User Group, Kathmandu Nepal, organized this training for a week where, the trainers are from Cambridge, India.

6. Advanced Java Training

Date: September 2016 to December 2016

Institute: Computer Point Nepal (CPN)

Description: Officially trained for Advanced Java in CPN. The courses includes core java, web components and Business components of Java.

7. Other Trainings:

Description: Besides above major trainings, I was attended on various IT training organized by different institutions in Nepal.

Projects Involved

1. **Mobile Banking (MoBank)**
2. **Internet Banking (iTouch)**
3. **Cash Deposit Machine Implementation**
4. **Cheque Deposit Machine Implementation**
5. **AI Enabled Conversational Chat Bot**
6. **Loyalty Management System**
7. **End -to-end Loan Management System**
8. **Document Management System**
9. **Human Resource Management System using Microsoft Dynamics**
10. **Customer Relationship Management System (CRM) using Microsoft Dynamics**
11. **Digitization of Banking Service using iServe**

12. **Robotic Process Automation using UIPath**

13. **CICL Process Automation**

14. **Valuators Automation**

15. **Expenses Management System**

16. **Trade Automation System**

17. **Credit Administration Documentation**

18. **Online Examination System**

19. **IT Helpdesk**

20. **Lead many other In-house applications (more than 40 in-house process automation applications)**

Awards and Recognition

1, Recognition of innovative development

I was recognized by Prabhu Bank (former Kist Bank) Limited by developing highly useful system named MyIntranet, Online Knowledge Test (OKT) and User Request System in MyIntranet. I was awarded by a recognition letter and Rs. 7,500/-.

Publication:

- **Rising Level Computer Science**, Book 9 & 10 from Sunrise Publication, Bagbazar Kathmandu Nepal.

- **Sangam Computer Science**, Series Book 1 to 10 from Sangam Publication, Kalanki Kathmandu, Nepal.

Relevant Skills:

- Experience in Troubleshooting, implementation and documentation of IT Projects.
- Good knowledge in C, C++, Visual Basic, PHP, AJAX, JAVA, MySQL, SQL Server, Windows Server, Networking, etc.
- Experience in tracing & debugging.
- Intends to provide Quality of Service.
- Information System Auditing & Control

About Me

I am a Person having Confidence, and like to work with Sincerity and Dedication. My goal is to be the best that I can be and to reach the top by utilizing my talents and strengths, and helping the organization grow from strength to strength.

Personal Details

DOB	:	**17**th July 1984
Sex	:	Male
Languages Known	:	English, Nepali, HIndi
Marital Status	:	Married

Father Name : EK Narayan Paudel

References:

1. Mr. Narendra Mainali
Chief Digital Strategy Officer
NICAsia Bank Limited
Kathmandu, Nepal

2. Sudhir Nath Pandey
Deputy CEO
Kumari Bank Limited
Kathmandu, Nepal

Place: Kathmandu
Date: 2025-01-19