



JIGAR SHAH

SENIOR DIRECTOR

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quick facts

- 15+ years of experience
- Specializes in business performance improvements and operational transformations through Information Technology strategy, management and delivery

Jigar Shah is a Senior Director with Alvarez & Marsal.

He specializes in business performance improvements and operational transformations through Information Technology strategy, management and delivery. Mr. Shah's combined consulting and industry experience of over 15 years includes advancing the people, process, and technology capability maturity with emphasis on project-program-portfolio management, business process optimization, due diligence, merger integration / carve outs, and strategic use of IT.

Mr. Shah's notable assignments include:

Assessed PMO effectiveness and program risks for a financial transformation and systems implementation initiative in public sector, providing recommendations for changes to the project management structure and practices.

Served as a PMO lead and coach for accounting transformation and ERP selection and implementation project for a national manufacturer and distributor in the packaged food industry, navigating and mediating complex organizational dynamics.

Managed a fuel delivery & distribution improvement project that involved business process redesign and system implementation, as the PMO lead, resulting in a successful multi-region implementation. The project spanned assessing a previously failed implementation and designing controls for zero tolerance.

Directed back office business process standardization across two disparate legacy businesses of a multi-national building products distribution and fabrication company.

Conducted an IT Operational due diligence for a carve out with \$15M ongoing IT spend.

Facilitated the development of an integrated view of a major bank's 160 million customer profiles, through the use of business intelligence and analytics, enabling consumer, commercial and wealth management business units to identify opportunities for cross-sell and increase wallet-share by mining product penetration insights.

Conducted an IT Strategy Workshop to help a large HVAC company establish strategic direction for IT and better align with the business goals.

Performed vendor & product assessments for a variety of IT services, systems, and infrastructure for a frac-sand supplier.

Prior to joining A&M, Mr. Shah spent five years with Bank of America, where he most recently served as VP of

Technology, Process, and Performance Improvement, enabling technology and operations efficiencies across various business units, including consumer banking, commercial and investment banking, and wealth management. Prior to that, Mr. Shah designed technology solutions in Telecom and Defense.

Mr. Shah graduated with a Bachelor and Master of Science degree in Computer Science from the University of Texas at Dallas and an MBA from the McCombs School of Business at the University of Texas at Austin. He holds a certificate in Business Intelligence & Analytics from Southern Methodist University and is a certified Six Sigma Green Belt as well as Prosci Change Management practitioner. Mr. Shah presents regularly at the annual Project Management Symposium at the University of Texas at Dallas.