ARMAN SHASHAANI

Project Manager (AVP) | Citigroup

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PROFESSIONAL PROFILE

Project Manager (AVP) at Citigroup with 10+ years of international experience across financial services, FMCG and engineering. Leads complex cross-functional change, combining project governance, business execution and practical AI enablement to deliver clear decisions, operational improvements and scalable outcomes across global teams.

WORK EXPERIENCE

Project Manager (AVP) — Citigroup — Poland *Jul 2025 – Present*

- Lead a portfolio of 12 projects across Fund Accounting Operations, Technology and Product teams, maintaining plans, governance, actions, risks/issues, dependencies and milestones.
- Coordinate cross-functional delivery of client and operational change initiatives, aligning global stakeholders and delivery against scope, timeline, controls and business priorities.
- Prepare executive-ready project updates and dashboards that translate delivery data, blockers, risks and decisions into clear actions.
- Drive process and operating-model change, including a significant offshoring initiative transferring operations from Warsaw to India and supporting cost and efficiency benefits.
- Co-led the Knowledge Bank across 8 business areas and 30+ colleagues, integrating with Citi Stylus AI and reducing information retrieval time from hours to seconds.
- Built and operationalised a personal AI Project Management Agent in Citi Stylus for document analysis, summaries/reports, dashboard support and proactive action alerts.
- Recognised as an AI advocate in the Ops Change Team; awarded Citi Gratitude Gold (2026), two Silver recognitions including Director-level recognition, and formal client commendations in 2025 and 2026.

NPI Executive (Project Manager) — British American Tobacco — Poland *Jun 2024 – Jul 2025*

- Managed 15+ cross-functional product launches across EU markets, aligning supply chain, regulatory and commercial milestones and achieving a 90% on-time completion rate.
- Used Power BI and Excel to track inventory KPIs and demand-supply gaps, contributing to a 12% reduction in aged finished goods.
- Reduced aged finished-goods write-offs by 20% through proactive stock monitoring, escalation and inventory reallocation.

Business Planning Analyst — Citigroup — Poland *Nov 2022 – Jun 2024*

- Prepared executive reports and presentations, translating project and business data into concise insights for senior-management decision-making.
- Acted as Scrum Master for process-optimisation projects using JIRA and Agile, improving delivery coordination, governance cadence and risk visibility.
- Coordinated global stakeholders and maintained consistent tracking of actions, dependencies, risks and milestones.

Asset Servicing Analyst — Citigroup — Poland *Dec 2021 – Nov 2022*

- Managed corporate actions, dividends and income events with accuracy, timeliness and adherence to regulatory and operational-control requirements.
- Implemented process improvements to enhance efficiency, reduce operational friction and strengthen daily execution quality.

Team Lead — Diebold Nixdorf — Poland *Nov 2020 – Dec 2021*

- Led a 7-person support team resolving technical and financial issues while maintaining high KPI performance and service quality.
- Prepared performance updates, coordinated priorities and implemented process enhancements to improve team efficiency and customer satisfaction.
- Led monthly cross-departmental workshops to review workflows, resolve recurring issues and improve collaboration.

Department Manager — Nooro Reza Railway Company — Iran *Dec 2018 – Aug 2019*

- Directed operations of a 35-member technical team, overseeing day-to-day performance and strategic improvement initiatives.
- Led CMMS and SCM projects, reducing inventory costs by 21% and streamlining supplier and procurement processes.
- Supported end-to-end Procure-to-Pay operations, reducing procurement cycle time by 15%.

Project Manager — Nooro Reza Railway Company — Iran *Jan 2017 – Dec 2018*

- Implemented ISO 9001 and EFQM quality-management projects, improving product reliability and audit performance.
- Led risk and knowledge-management initiatives, improving repair speed by 32% and reducing maintenance costs by 27%.
- Developed SOPs and process flows, improving new-hire onboarding efficiency by 40%.

Team Leader — Nooro Reza Railway Company — Iran *Aug 2016 – Jan 2017*

- Planned and scheduled technical-team activities to maintain operational continuity and performance targets.
- Managed inventory processes, maintained accurate records and supported procurement decisions.

Project Control Officer — Iran Maintenance Association — Iran *Oct 2013 – Aug 2016*

- Supported project managers in monitoring and controlling cost, quality and risk parameters.
- Analysed project-data discrepancies, supported client/quality requirements, invoice reconciliation, asset inventory and daily operational controls.

CORE SKILLS & TOOLS

AI & Technology: Citi Stylus, Microsoft Copilot, ChatGPT, Claude, Gemini, NotebookLM, AI agents, AI-enabled knowledge management.
Project & Change: Agile, Scrum, Waterfall, JIRA, RAID, governance, stakeholder alignment, migrations/offshoring.
Data & Systems: Excel, PowerPoint, SharePoint, Confluence, SAP, Python working knowledge; Power BI developing proficiency.
Leadership & Controls: Cross-functional leadership, executive communication, facilitation, risk/control awareness and issue escalation.

EDUCATION

- MSc International Business Management — University of Social Sciences, Warsaw — 2021 – 2023 | GPA: 4.7 / 5.0
- Data Science Certificate — University of Warsaw — 2019 – 2020
- BEng Industrial Engineering — Tehran University — 2009 – 2015

LANGUAGES, VOLUNTARY & INTERESTS

Languages: English (Fluent) | Persian (Native) | Polish (Basic)
Voluntary & Community: Multicultural Network Co-Leader — Citibank | Public Speaker | University Teaching Assistant | Citi Sports Club & Brain Bites founder
Interests: HYROX | Running | Public speaking | Philosophy | Writing