

JARED GEDLAMAN

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PROGRAM DIRECTOR | PORTFOLIO MANAGEMENT | FINANCIAL SERVICES

PROFESSIONAL SUMMARY

Program Director with 20+ years leading complex regulatory, technology, and operational transformation initiatives in financial services. Currently manage 45-60 quarterly regulatory commitments at Citibank with 29% improvement in on-time delivery. Previously led \$12MM portfolio across 9 projects at Wells Fargo, maintaining budget variance within 3%. Expertise in consent order remediation, PMO governance, enterprise program execution, and cross-functional stakeholder management across Operations, Risk, Compliance, and Technology.

CORE COMPETENCIES

Program Execution • Portfolio Management • PMO Leadership • Regulatory Remediation • Consent Order Management • Stakeholder Management • Executive Governance • Risk & Issue Management • Financial Planning & Forecasting • Budget Management • Resource Planning • Change Management • Agile & Waterfall Methodologies • Dependency Management • Critical Path Analysis • KPI/KRI Dashboards • Audit Readiness • Quality Assurance • SDLC • Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

CITIBANK – Jacksonville, FL

Vice President, Program Management Lead | May 2023 – Present

- Provide program management oversight and coordination for 7 cross-functional program groups managing 45-60 high-priority regulatory response commitments per quarter across Operations, Risk, Compliance, and Technology; maintain audit-ready evidence packs, quality-gate documentation, and governance standards.
- Improved on-time regulatory submission rate by 29% by implementing standardized governance cadence, early-cycle validation framework, and executive escalation protocols across the portfolio.
- Reduced RFI response coordination effort by 33% by creating standardized templates, playbooks, and workflows, enabling teams to handle increased volume while maintaining delivery quality.
- Drive quarterly planning and weekly issue triage across all program groups; protect committed dates through dependency mapping, critical-path enforcement, and time-bound escalations to executive stakeholders.
- Built and maintain centralized governance, metrics, and RAID reporting model enabling leaders to assess portfolio-level exposure, prioritize corrective actions, and accelerate decision-making; reduced late-stage rework through proactive risk detection.
- Provide leadership continuity for the portfolio during PMO Director absences, sustaining governance routines, executive reporting, and escalation processes during heightened regulatory scrutiny.

WELLS FARGO – Jacksonville, FL

Senior Program Manager | September 2018 – May 2023

- Managed \$12MM OpEx portfolio across 9 cross-functional projects and 9 Project Managers; owned portfolio financial management including forecasting, variance analysis, and monthly executive reporting to support investment planning, capacity planning, and sequencing decisions.
- Led consent order remediation programs across 9 teams, driving sponsor alignment, delivery planning, governance frameworks, and sustainable closure outcomes for regulatory commitments.
- Improved budget forecast accuracy from 10%+ variance to within 3% variance through implementation of standardized forecasting processes, tighter financial controls, and earlier sponsor decision-making.

- Directed portfolio intake, prioritization, and sequencing with business and technology leaders; managed dependencies and delivery risks to protect regulatory timelines and resource capacity constraints.
- Designed and deployed data governance and compliance capability adopted by 1,000+ employees, strengthening documentation integrity and audit readiness across the organization.
- Partnered with Risk and Compliance leadership to remove execution barriers, secure budget approvals, and mitigate delivery risk for priority regulatory commitments.

AVAILABILITY – Jacksonville, FL

Program Manager | September 2017 – June 2018

- Led cross-functional platform initiatives across Product, Architecture, QA, and Engineering teams; implemented standardized intake, prioritization, and governance cadence (RAID/dependency reporting) that restarted stalled initiatives and improved delivery predictability.

BANK OF AMERICA – Jacksonville, FL

Vice President, Program Manager | February 2011 – June 2017

- Managed 20-person Java/Mainframe development team (onshore employees and offshore contractors); accountable for hiring, performance management, coaching, and delivery execution across multiple product lines.
- Led enterprise delivery of Zelle real-time payments platform, coordinating Technology, Finance, and Operations to design compliant settlement workflows and control processes; delivered a successful, risk-governed launch.
- Accelerated delivery of critical functionality by 4 months ahead of target for high-volume transaction processing platforms through improved planning, dependency management, and execution discipline.
- Coordinated end-to-end mainframe and midrange code deployments for high-volume payments and contact center platforms, ensuring test execution, change governance, and production readiness for controlled, low-risk releases.

EDUCATION

Arizona State University | Bachelor of Science, Finance

TOOLS & CERTIFICATIONS

Tools: Clarity (CA PPM) | Power BI | Jira | Confluence | MS Project | SharePoint | MS Teams | Excel | PowerPoint

Certifications: Project Management Professional (PMP) | Certified Scrum Product Owner (CSPO) | Six Sigma Green Belt