

JOSEPH KRAJACK

Technical Program Manager | Enterprise Technology & Ops

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SUMMARY

Technical Program Manager with 12 years of fintech experience leading complex technology, data, and AI initiatives in regulated environments. Skilled at translating business needs into measurable solutions, aligning executives and technical teams, and communicating technology in business terms.

PROFESSIONAL EXPERIENCE

Technical Program Manager – CFO Market Execution | Sept 2024 – Present

Bank of America | Charlotte, NC

- Align business and technology leaders with competing priorities, driving consensus on solutions, scope, and implementation strategy.
- Lead \$50M cross-functional program, owning delivery from requirements through production release across engineering, front office, operations, and finance.
- Modernized UAT governance with a JIRA-integrated workflow adopted across 12+ teams, eliminating ~4,000 emails and saving ~150 hours annually while improving visibility and audit traceability.

Senior Project Manager – CFO Data Architecture | April 2022 – June 2024

Bank of America | Charlotte, NC

- Guided delivery of enterprise data and regulatory reporting initiatives across treasury platforms, partnering with engineering, risk, and reporting teams to prioritize, manage dependencies, and mitigate quality issues.
- Delivered 75+ production changes with a 99% success rate.

Senior Liquidity Analyst – Trade Operations | July 2018 – April 2022

Sterling Capital Management | Charlotte, NC

- Owned operational execution supporting liquidity management across \$4B in assets, including trade settlement, collateral workflows, and reporting.
- Led automation initiatives with engineering teams to eliminate manual reconciliation workflows, reducing operational effort by 200+ hours annually.

Team Manager – Global Wealth & Investment Management | Nov 2014 – Jan 2016

Bank of America | Hopewell, NJ

- Managed a team of 9 across 3 locations supporting institutional advisory client portals, overseeing workload distribution, service delivery, issue escalation, and team performance.
- Served as an escalation point for client and platform issues, translating service needs into technology enhancements that improved client experience and platform reliability.

TOOLS & TECHNOLOGIES

Copilot • Copilot M365 • Salesforce • JIRA • Octane • Alteryx Designer Core License • Tableau • Power BI • Power Query • SQL • JQL • Excel

EDUCATION

Bachelor of Science in Finance, The College of New Jersey