

PRATEEK SHANKAR

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Software Development ♦ Agile Program/Project Management ♦ Budgeting & Roadmap Development ♦ Team Leadership

Highly experienced Technology Leader with expertise in successfully delivering end-to-end programs while leading digital transformation initiatives. Proven skills in driving **global IT service delivery** for software applications/products and ensure seamless customer satisfaction

Techno-business acumen in **identifying opportunities for improvement**, conducting code & service review, and understanding architecture to render software design & solution alternatives for successful delivery to clients. Prowess in **guiding engineering teams** and setting objectives, goals and OKRs, encouraging team members to envision long-term success.

>90%

System uptime by rewriting legacy system to rest based services

99%

System uptime by rewriting Affidavit management system & migrating it AWS server less architecture from i- series

20%

Enhancement in the uptime of IT systems by setting up NOC process monitoring

30%

Reduction in customer tickets through handover process for operation support team by L2 & L3

3 Teams

Guided on serverless architecture, enabling them to develop new product using AWS technologies

90%

Improvement in code coverage, resulting in no major defects during Program Increment (PI) closure

PROFILE SUMMARY

- **Agile Program/Project Management:** Capabilities in creating project plans & roadmaps, identifying scope, defining delivery schedule, allocating resources, and establishing costs. Adept at change management and assessing & mitigating risks to ensure project efficiency.
- **SDLC Professional:** Excels in SDLC (Software Development Lifecycle) and manages all project phases, within SLAs, including design, development, and maintenance
 - Brings excellent troubleshooting/debugging, documentation, and testing skills with ability to measure progress & risks
- **Global Service Delivery:** Experienced in service delivery within time, budget/cost and resources involving requirements elicitation, technical architecture, to delivery on multi-location environments.
- **Technology Roadmap:** Ability to implement and convert product vision into actionable technology roadmaps that anticipate industry trends, fostering innovation and maintaining a competitive edge.
- **Certified Scrum Product Owner:** Skilled in product lifecycle, vision & scope definition, requirements elicitation, and product launches.

PERSONALITY TRAITS

- **Cohesive leadership:** Results-driven leader focused on achieving software application goals and exceeding customer expectations.
- **Stakeholder Engagement:** Skilled at collaborating with cross-functional teams, customers, and management to capture requirements, and tailor technical solutions for driving IT initiatives and projects forward
- **Innovative Problem Solver:** Known for a creative approach to problem-solving while analyzing challenges and devising effective solutions that drive efficiency, agility, and value

TRAININGS & CERTIFICATIONS

TOGAF (2016) || Oracle Certified Professional –Java (2011) || Professional Scrum Product Owner-I (PSPO) || Safe Certified || Sun Certified Associate for Java (2008) || Open Group Architecture Framework (TOGAF) || Sun Certified Java Programmer (SCJP)

Awards & Accolades: Aryabhatta Award-Soprabanking (2022)||Impact Award - Midland Credit Management (2019) || Excellence Award - Midland Credit Management || Gem Award - Sunlife Financials (2011) || Excellence Encore - Midland Credit Management (2016) || Impact Award - Midland Credit Management (2019 & 2017) || Excellence Encore - Midland Credit Management (2017) || Excellence Business - Midland Credit Management (2019)

CORE COMPETENCIES

- | | | |
|------------------------------------|---|--------------------------------|
| ▪ Software Application Development | ▪ Delivery Management | ▪ Client Management |
| ▪ Service Delivery Management | ▪ Risk Management | ▪ Stakeholder Management |
| ▪ Budgeting & Cost Control | ▪ Infrastructure Architecture Development | ▪ Training & Development |
| ▪ Configuration & Deployment | ▪ Resource & Release Management | ▪ Team Management & Leadership |

TECHNICAL PURVIEW: AWS (SQS, CloudWatch, Ec2, S3, Lambda, Serverless, SNS) || Microservices || Java/J2EE || Relational Database (Aurora, MySQL, Postgres) || No SQL (Mongo) || Rest Services || Junit || Container (Docker, Kubernetes) || Code Repository-Bitbucket (Git) || Jira, Service now (Sprint, Agile Matrix) || Frameworks (Spring, Hibernate) || CI/CD || System Design Architectures || Excel|| Jira

Manager Software Engineering | UKG Noida ----- May. 2024 – Present

- **Team Leadership:** Lead & manage 2 teams comprising 10+ professionals and establish self-managed team framework.
- **Product Support:** Resolving Customer Bugs & Ensuring effective response on tickets
- **Resource Management:** Ensuring 100% Allocation of resources based on defect trends.

Senior Engineering Manager | Franconnect Noida ----- Oct. 2023 – May. 2024

- **Team Leadership:** Lead & manage 3 teams comprising 20+ professionals and establish Agile framework.
- **System Design:** Spearhead design of new systems for mobile platforms, conduct technical design reviews, and implement product, architecture, and roadmap enhancements.
- **Agile Project Management:** Implement agile methodologies for streamlined project execution. Work closely with product teams to optimize functional and non-functional requirements.
- **Service Delivery:** Lead end-to-end service delivery processes and manage aspects of design, implementation, and optimization.
- **Team Development & Training:** Conduct training programs to improve team members' technical knowledge and motivate towards technical certifications to enhance their competency level.
- **Software Development:** Oversee the successful completion of system implementations, upgrades, audits, organizational redesign, and infrastructure improvements, ensuring effective project management.
- **Security Review:** Assess the current security status within the team and check & improve security measures implemented by the team.
 - Led system redesign of Franchisee Operations App.
 - Helped in Effective Billing generation for Franchisee.
 - Partnered with Product teams in defining the timelines & ensuring quick turnaround of product delivery.

Project Manager | Sopra Banking Software ----- Aug. 2020 – Oct. 2023

Growth Path: Project Manager ◀ Product Owner

- **Core Banking Implementation:** Led the implementation of Pricing & Billing products in a Core Banking program.
- **Product Vision:** Defined and established the vision for the product and prioritized the product backlog to align with strategic goals.
- **Roadmap Publication:** Published and presented the product roadmap to all stakeholders to adhere to the organizational standards.
- **Resource Management:** Implemented a resource-sharing approach, distributing team capacity based on workload trends. Ensured no 100% allocation of resources for projects..
- **Feedback Mechanism:** Conducted regular one-on-one sessions with customers, team members, and peers to gather valuable feedback.
- **PI Readiness & Planning:** Ensured PI (Program Increment) readiness for accurate planning and predictable deliverables. Fostered a healthy backlog, enabling better planning and proactive identification of design, system improvements, security, and quality measures.
- **Predictable Releases:** Established a framework for predictable releases & deployments and implemented quality improvements through automation, resulting in no major defects during Program Increment closure.
- **Collaboration with HR:** Collaborated with HR to work on employee feedback and contributed to setup of 3 new product teams.
 - Led team recruitment, process establishment, goal setting, and successfully managed a team of **15** members.
 - Conducted interviews, shortlisted candidates, and successfully on-boarded **21** team members.
 - Maintained a happiness index **above 8/10** for team members.

Technical Manager | Midland Credit Management ----- Sept. 2014 – Aug. 2020

Growth Path: Technical Manager ◀ Technical Lead ◀ Individual Contributor ◀ DevOps Engineer ◀ Product Operation Engineer

- **Project Management:** Monitored projects, controlling cost, resource deployment, time overruns, and ensuring quality compliance.
- **Global Team Coordination:** Managed and collaborated with diverse teams across geographies (US, Costa Rica, and India).
- **Team Leadership:** Created and sustained a dynamic environment fostering development opportunities. Motivated a team of 24 members, engaged in hiring, and conducted interviews in collaboration with HR teams.
- **Client and Stakeholder Collaboration:** Collaborated with clients and stakeholders, keeping them informed of progress and issues.
- **DevOps & CI/CD Practices:** Led DevOps initiatives, implementing CI/CD practices and common usable software components.
- **Design Approval:** Reviewed and approved design documents, evaluated estimates, and coordinated with teams throughout the SDLC.
- **Legacy Systems:** Spearheaded the modernization and upgrading of legacy systems in collaboration with the cross-functional teams.
- **Cloud Migration:** Migrated in-house infrastructure dependencies to the cloud, resulting in improved cost efficiency and pay-per-usage.
- **Everest Document Upload System:** Designed and delivered document upload system, Everest, improving overall performance. Ensured compliance with US government regulations on documentation for collections within a specific timeframe.
- **Knowledge Sharing:** Implemented knowledge-sharing sessions where each team presented an area to boost collaboration & learning.
 - Improved SLA from **85% to 98%** for Media Domain applications and enhanced L2 and L3 support availability.
 - Led the completion of a **Proof of Concept (POC)** for serverless Lambda, SQS, and SNS architectures.
 - Facilitated NOC handover and empowered **L2 and L3 support** teams, improving response times for customers.
 - Successfully removed vendor lock-in for document management systems, directly utilizing S3.
 - Uploaded **millions of documents** using AWS, complying with new US government regulations using AWS S3.

- Successfully processed and **published more affidavits** with enhanced notifications for issue rectification.
- Set up the **analytics process** by extracting information from documents & persisting in Mongo.

EARLY CAREER

Software Engineer Dew Solutions Pvt. Ltd	Mar. 2012 – Sept. 2014
Associate Software Engineer Sunlife Financial	Nov. 2010 – Mar. 2012
Software Engineer Unars Technologies	Feb. 2009 - Nov. 2010

ACADEMICS & CREDENTIALS

PT- PGPM (IT & Marketing) | MDI Gurugram
B. Tech. (Electrical Engineering) | K.N Modi, Modi Nagar, UPTU

PROJECT ANNEXURE

Title:	Pricing
Description:	The project focuses on managing pricing for products in core banking. This involves setting a fee for transactions & recurring fees corresponding to a product bundle & defining rules for determining the final price of transaction.
Technologies:	Spring, Web Flux, Reactive programming, Angular, Kubernetes, Helm, Junit, Kafka, Java, Cypress, Docker
Title:	Billing
Description:	Key component of core banking system to calculate fees for transactions & maintain fee lines for subscriptions of products. Evaluates rules defined in pricing components & calculates the final price to be deducted from end customer.
Technologies:	Kafka, Reactive Programming, Spring web flux, Angular, Kubernetes, Junit, Kafka, Cypress
Title:	AMS
Description:	The project focuses on managing affidavits for a legal specialist to validate data and enforce location-specific rules.
Technologies:	AWS, Lambda, KMS, SNS, SQS
Title:	Payment Processor
Description:	To manage payments for all platforms used in MCM, the application tracks and maintains all transactions, also aiding in managing payment processor rules.
Technologies:	Spring, MySQL, Jumbbox, AWS Ec2
Title:	Everest
Description:	Encompasses documents or media utilized across the organization and overseeing all applications employing media.
Technologies:	AWS, Spring, Microservices, SQS
Title:	Quartz Scheduler
Description:	Purpose is to schedule batches using Quartz Scheduler automates batch scheduling within Encore, serving as the application's primary purpose.
Technologies:	Spring, Quartz, MySQL
Title:	CI/CD
Description:	Initiated to enable Continuous Integration within the organization, the project encompasses establishing a centralized repository and facilitating the build and deployment of artifacts.
Technologies:	Nexus, Jenkins, Java, Maven
Title:	Batch Management
Description:	The application's purpose is to grant users control over creating and managing batches, facilitating batch management.
Technologies:	Spring, Microservices, Aurora
Title:	Servicer Push
Description:	The application's aim is to provide firms with access to documents for filing lawsuits, sourced from S3.
Technologies:	AWS S3, SQS, Spring, Rest Services
Title:	Tomcat Migration
Description:	Migrate all existing applications from WebSphere to Tomcat.
Title:	Product Operations
Description:	Steered the management of the production environment and assisted end users in resolving their issues.
Technologies:	ServiceNow, Solar Wind, NOC, Gray Log
Title:	BOFA-FT (Bank of America Fund Transfer)
Description:	The application facilitates fund transfers for users, supporting both domestic and international transactions.
Technologies:	Spring, MySQL, JSP

Title:	MMT (MakeMyTrip) Analytics
Description:	The project aimed to analyse the user experience of the Make My Trip flight booking system. Data captured by the MMT flight booking system was utilized to configure alerts based on parameters.
Technologies:	Spring, MySQL, JSP, Mongo

Title:	ANB (Annuities New Business)
Description:	A web-based secure application to enhance management of annuity applications within SLF in USA and other countries. It offers capability to search and populate information into ANB processing system from internal applications (VA, DMS, Transfer Co DB, etc.), replacing the green screen interface with a web interface.
Technologies:	EJB, WebLogic, SQLServer, JSP, XML