

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 usins 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:** Proven skills in product lifecycle management, vision realization, 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 effectivesolutions 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) || AWS Solution Architect || Open Group Architecture Framework (TOGAF) || Sun Certified Java Programmer (SCJP)

Awards & Accolades: 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

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|------------------------------------|---|--------------------------------|
| ▪ 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 |

PROFESSIONAL EXPERIENCE

Senior Engineering Manager | Franconnect Noida ----- Oct. 2023 – Present

- **Team Leadership:** Lead and manage three teams comprising 20+ professionals and establish self-managed team framework to enhance efficiency and collaboration.
- **KPI Implementation:** Create and implement key performance indicators (KPIs) to monitor and assess performance.

- **Innovative System Design:** Spearhead the 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 motivated 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.

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

- **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.
- **Product Progress:** Evaluated product progress at each iteration, aligning with goals and various stages of product development.
- **Resource Management:** Implemented a resource-sharing approach, distributing team capacity based on workload trends. Ensured no 100% allocation of resources for projects on maintenance mode unless frequent system changes were required.
- **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 and 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 initiatives, contributed to the setup of 3 new product teams, and enhanced Agile practices, planning & productivity.
 - 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** for team members.

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

- **Project Management:** Formulated comprehensive project plans for the successful delivery of complex financial products.
 - 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 -----	Mar. 2012 – Sept. 2014
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

~ For details regarding projects, [click here](#) ~