# PRIYANK SINHA

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Highly accomplished **Engineering Leader** having 14+ years of experience with a proven track record of driving strategic initiatives and delivering exceptional results. Skilled in developing and executing comprehensive engineering strategies, resulting in significant improvements in product quality, time-to-market, and customer satisfaction. Adept at leading cross-functional teams, establishing strong vendor relationships, and implementing process improvements to drive revenue growth and operational efficiency.

## SKILLS

- Leadership and Team Management
- Technical Expertise and Knowledge
- Cross-Functional Co-ordination
- Critical Thinking
- Decision Making
- Strategic Planning
- Innovation
- Continuous Improvement
- Mentoring and Coaching
- Stakeholder Management

## KEY STRENTHS

- Ability to thrive with a high level of self-direction, autonomy and responsibility.
- Developing and leading geographically distributed, cross-functional teams and translate complex business objectives into clear technical requirements and strategic roadmaps.
- Leading complex projects supporting system design, testing, and operational stability.
- Excellent experience of hiring, developing, and recognizing talent.
- Track record of recruiting teams from scratch and retaining excellent people within the team.
- Promoting Innovation culture and drive continuous improvement practices.

## EDUCATION

***Bachelor of Engineering*** in Computer Science & Engineering
from Rajiv Gandhi Prodyogiki Vishwavidyalaya
(Rajiv Gandhi Technical University - Bhopal) 2006-2010

## WORK EXPERIENCE

**Organization: Commonwealth Bank Australia**
**Location: Bangalore – India, Tenure: Jan 2022 – Present**
**Role: India Lead - Customer Engagement and Digital (aka. Digital Banking).**

Setup from scratch and lead a team of **200+ team members,** comprising of Engineering Managers, Software Engineers, Automation Testers, Business Analysts, Performance Engineers, Product Owners, Agility Leads, Site Reliability Engineers, UX Designers and DevOps Engineers focusing on Software and Application Development and Delivery along with Application support for **500+ services** across multiple platform and technologies.

Lead Technology and product engineering part of the bank by working closely with Product and Design experts to build features and engineer next generation of **Digital Experience** for the banking applications. Accountable for Key Engineering metrics as application owner namely Availability, Response time, Time to Value and Time to build.

**Tech Stack:** Customer Engagement and Digital manages the **CommBank Digital** (AEM), **Netbank**(Web) and **CommBank** (Mobile) application for the banking customers and has around **10.0 million** weekly active customers on these platforms. Averaging a Net promoter score **(NPS) of 27.3**, focus is on product development using Backend (MVC with .NET Core, REST APIs, Microservices), Frontend (HTML5, CSS, JavaScript, React and Angular), App Development (iOS (Swift), Android (Kotlin)) on private/public cloud (Azure, AWS) along with Monitoring tool (Splunk, AppDynamics), Performance Testing (JMeter, BlazeMeter), Selenium and C# based Test Automation Framework with JIRA as Test Management tool.

**CommBank Digital** platform helps customers across, website and email channels delivering on business outcomes for new customer acquisition and engagement using Adobe Experience Manager (**AEM**) by integrating Adobe Launch/**AEP**, Adobe Target, **Adobe Analytics**, data layer and other third-party advertising tags (e.g. Google, Meta, BrightCove), PlayWright and TypeScript based Test Automation Framework.

**Organization: JP Morgan Chase & Co.**
**Location: Bangalore – India**
**Tenure: Oct 2020 – Dec 2021**
**Role: Engineering Lead for Digital Channel, Vice President – Software Engineering**

Digital Channels focuses on the product development of chase.com, partnering across other platforms for **95 million+** users, **1.7 billion** monthly logins. Managing a team of 50+ engineers and collaborating with Data and Application architects to guide engineering strategies, process gates, and quality criteria.

**Tech Stack:** Developing Web application for **chase.com** having **90+ millions** monthly logins with Microservices, Frontend (JS, ReactJS, Node.js, HTML, CSS, Manhattan Design System (experience service), Middleware (Java, Spring boot, REST API, API development, (gateway services) on private/public cloud (AWS) along with CI-CD pipeline and integrating continuous Observability (Splunk, Dynatrace, Grafana), Selenium and Java/Typescript based Test Automation Framework and JIRA as Test management tool.

**Organization: Accenture**
**Location: Bangalore/ Columbus / Houston / Dallas**
**Tenure: Aug 2010 – Oct 2020**
**Roles: Team Lead, Onsite Coordinator, Module Lead, Engineer**
**Client: JP Morgan Chase & Co.**

- Digital Channels focuses on the product development of chase.com, partnering across other platforms for 95 million+ users, **1.7 billion** monthly logins.

  **Tech Stack:** Microservice architecture, frontend – (JS, ReactJS, Node.js, HTML, CSS, Manhattan Design System (experience service), Middleware (Java, Spring boot, REST API, API development, (gateway services) on private/public cloud (AWS), Selenium and Java/Type Script based Test automation framework and JIRA as Test management tool.

- Commercial Banking Anti Money Laundering KYC application which is a Business Risk and Control Management application to analyze and safeguard bank & customers.

  **Tech Stack:** Lotus Notes client using LotusScript as front end and Lotus Domino as database, HP QTP as Test Automation and HP ALM as Test Management tool.

- Commercial Term Lending a loan status tracking application used by the bankers for Commercial Banking Line of Business.

  **Tech Stack:** PEGA PRPC BPM tool Engine platform, Java as a backend language with MySQL database. Selenium as Test Automation framework