🧩 WHAT – Engineering Skills & Deliverables

✅ End-to-End Technical Execution

* Delivered the Scheduler Service independently, covering requirement gathering, solution design, implementation, and deployment. The service enabled configurable and reusable process scheduling across domains.
* Successfully implemented Flowable fallback options in Q1, ensuring system stability during downstream failures and enhancing overall platform resiliency.
* Delivered the Flowable Badges feature from scratch, covering design, business logic, integration, testing, and post-go-live support.

✅ Business Process Automation (Flowable)

* Contributed to multiple Flowable BPM use cases such as WORM Control and CODE, ensuring rapid turnaround and clean architecture aligned with domain needs.
* Proactively explored and implemented alternatives to Flowable Forms, improving flexibility, reducing complexity, and enhancing developer productivity.

✅ Platform Hygiene & Engineering Excellence

* Adhered to Developer Manifesto guidelines:
  + Maintained clean branches, CI pipelines, SonarQube green status, .gitignore hygiene, and repository ownership practices.
  + Enabled admin assignments, auto-deletion of stale branches/PRs, and CI build stability.
* Early adopter of Snyk IDE plugin, contributing to CVM issue identification and risk reduction during build time.
* Maintained strong DORA metrics (Delivery lead time: 5 days, Deployment frequency: 1.7, Change failure rate: 0%, Time to restore: 0).

✅ Observability & Documentation

* Contributed to AppDynamics integration by adding trace IDs and enhancing observability within Flowable components.
* Authored self-service documentation covering architecture, domain onboarding, and system behavior – reducing dependency and improving onboarding for new developers.

✅ Business Unit Contributions

* Actively contributed to PTS Reminder Service, including API integration, testing, and coordination with external teams beyond core responsibilities.
* Delivered quick and on-time milestones, particularly for WORM and CODE use cases, supporting banker enablement goals.

✅ Continuous Learning & Upskilling

* Actively learning AI tools and techniques such as GitHub Copilot, Citi Assist, LSE Assist, and Stylus, integrating them into daily workflows to improve productivity.
* Encouraged and supported team-wide adoption of AI tools to streamline development and reduce turnaround times.

🤝 HOW – Leadership Behaviors & Collaboration

🧠 We Take Ownership

* Approached new challenges like Flowable fallback design with optimism, learning, and initiative.
* Adapted quickly to design pivots and business feedback, ensuring delivery without compromising on quality or timelines.
* Managed ambiguity and dependencies independently, while aligning with group decisions and goals.
* Proactively embraced AI adoption, learning and integrating new tools while guiding the team through capability uplift.

🌟 We Deliver With Pride

* Maintained zero production issues, ensured proper controls, and followed up proactively on all alerts and monitoring.
* Contributed to root-cause fixes rather than surface-level patches — e.g., enhancements in scheduling logic and flowable error handling.
* Completed 100% compliance trainings, timely closure of CVM/CAMP issues, no timesheet defaults, and strict WFO policy adherence.
* Took pride in leading by example on AI-driven development practices, contributing to automation and reduced manual effort.

🤝 We Succeed Together

* Helped onboard and mentor team members in using GitHub Copilot, Citi Assist, and Snyk plugins, boosting productivity across the team.
* Actively facilitated team-wide adoption of new tools (e.g., LSE Assist) and shared insights during technical discussions.
* Displayed empathy and collaboration while handling business calls, resolving queries, and working across multiple time zones.
* Created a learning-friendly environment by promoting AI experimentation and adoption within the team.

🔐 Risk & Control Ownership

* Ensured all AppD alerts were meaningful and self-explanatory to reduce noise and improve incident response.
* Completed all training and compliance tasks on time, and managed leaves in a planned way to ensure no disruption to BAU.
* Partnered with domain teams to make Flowable components secure, resilient, and maintainable.