Hussain Patanwala

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Summary

Proven leader in project and risk management, adept at steering cross-functional teams towards success, notably at Tata Consultancy Services. Excelled in stakeholder management and IT service management, enhancing customer satisfaction and team performance Achieved significant milestones through agile best practices and effective team leadership, ensuring projects surpassed objectives

Experience

Assistant Manager

TCS E-serve International Ltd.

Pune, Maharashtra 11/2020 - Present

- Conducted regular status meetings with internal teams and external partners to track progress against established milestones.
- Collaborated closely with senior management on long-term strategic planning initiatives related to projects in development or execution stages.
- Drafted reports summarizing progress made on projects for review by executive leadership team.
- Maintained records of all documents related to each project, including specifications, change requests, client approval emails, etc.
- Participated in cross-functional teams responsible for developing innovative solutions for complex problems.
- Ensured compliance with applicable laws, regulations, policies and procedures throughout the life cycle of each project.
- Coordinated resources across multiple departments and teams as needed for successful completion of projects.
- Implemented effective communication protocols between internal teams working on different aspects of a given project.
- Facilitated resolution of conflicts between team members when necessary.
- Actively sought out feedback from stakeholders throughout the duration of a project to identify areas needing improvement or adjustment.
- Developed and maintained project plans and timelines.
- Created and implemented processes to ensure successful completion of projects.
- Identified risks associated with each project and developed strategies for mitigating those risks.

As a Functional Lead and Business Analyst, I have successfully managed the setup of a Level One communication experience management system for web application support called as Helpdesk. Additionally as Project Manager, I have overseen the risk management of an entire web application development project. My experience has enabled me to develop a robust skill set in the IT domain, including proficiency in Azure Cloud, Zendesk, and Hornbill ticketing CRM tools.

I have also gained comprehensive knowledge in end-to-end Data Protection Impact Assessments (DPIA) and cybersecurity, collaborating closely with penetration testing teams. My hands-on experience in manual testing for the entire project has further honed my technical abilities.

Additionally, I was also involved with developers for integrating CRM systems with web applications and worked alongside the accessibility team to understand and implement WCAG 2.2 at Level AA. My client-facing roles have allowed me to excel in stakeholder management, ensuring that all aspects of the project meet the highest standards of quality and compliance.

Team Lead Underwriting (US Residential Mortgages)

FirstSource Solutions Limited

Mumbai, Maharashtra 02/2020 - 11/2020

- Provided leadership to a team of service delivery staff, ensuring customer satisfaction and quality standards were met. Monitored team performance and provided guidance on processes and procedures.
- Created reports summarizing daily activity.
- Conducted regular meetings with the team to discuss progress, issues, and goals.
- Coordinated training sessions for new hires as well as ongoing development opportunities for current employees.
- Ensured compliance with company policies and regulations related to service delivery operations.
- Identified areas of improvement and implemented strategies to increase efficiency across all teams.
- Performed root cause analysis on any problems encountered during service delivery activities.

At FirstSource Solutions Limited, I was specifically hired to set up the US Mortgage Residential Underwriting (UW) Project for the retail channel. My responsibilities included hiring and training resources on the 4C's of Underwriting using FNMA and FHLMC guidelines. Additionally, I provided training on the UW software "Empower" and upskilled other channels, such as Wholesale and Direct to Customer. I also served as the Subject Matter Expert (SME) for all three channels, ensuring consistency and excellence across the board.

Underwriter (US Residential Mortgages)

Digital Risk an Mphasis Company

Pune, Maharashtra 03/2016 - 02/2020

- Evaluated loan applications and creditworthiness of potential borrowers.
- Analyzed financial data, such as income statements, balance sheets, and tax returns to determine applicants' eligibility for mortgage loans.
- Reviewed appraisals to ensure accuracy and compliance with company standards. Prepared detailed reports on underwriting findings and recommendations.
- Verified that all submitted documents were accurate, complete, and in accordance with relevant laws and regulations. Performed quality control review of completed loans prior to funding approval.
- Assisted other departments with questions regarding underwriting guidelines or procedures.
- Identified areas where additional training was needed among junior underwriters and provided guidance
 accordingly. Developed relationships with external vendors such as title companies, appraisers, surveyors,
 insurance agents.
- Researched any discrepancies between application information supplied by applicants versus third- party sources. Generated letters of denial or commitment based on approved and declined decisions.
- Reviewed collateral documentation including UCC filings for commercial transactions.
- Analyzed capacity, credit, cash, and collateral for loan decisions. Calculated debt-to-income ratios using financial statements. Reviewed titles and appraisals to ensure compliance with insurer and guarantor guidelines.

At Digital Risk, an Mphasis Company, I was entrusted with the critical task of establishing the US Mortgage Residential Underwriting (UW) Project for both First Lien and Heloc. My role encompassed recruiting and training a team of underwriters on the 4C's of Underwriting, adhering to FNMA and FHLMC guidelines. I also spearheaded the creation of the Quality Control (QC) department, ensuring rigorous standards were met. Additionally, I provided comprehensive training on the UW software "Empower" and served as the Subject Matter Expert (SME), ensuring consistency and excellence while managing a team of 11 underwriters.

Team Developer

BA Continuum India Pvt. Ltd.

Mumbai, Maharashtra 02/2008 - 03/2015

- Contributed innovative ideas and solutions to enhance team performance and outcomes.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked with cross-functional teams to achieve goals.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Collaborated closely with team members to achieve project objectives and meet deadlines.

 Maintained updated knowledge through continuing education and advanced training.
- Provided support and guidance to colleagues to maintain a collaborative work environment.
- Utilized advanced technical skills and expertise to troubleshoot complex problems and implement solutions. Completed day-to-day duties accurately and efficiently.

At BA Continuum, also known as Bank of America, I embarked on my career in the Mortgage Domain, starting from indexing and progressing through nearly all processes within the domain. My journey from associate to team developer allowed me to become highly proficient in underwriting. I successfully completed the JDIC (Just Do It in Control) project, which saved two full-time equivalents (FTEs) worth of time by creating an HTML tool. Additionally, I accomplished multiple small projects using Excel VBA.

My tenure at Bank of America marked the beginning of my IT domain skills journey, with a primary focus on banking -related tools to serve process specifics.

Customer Relationship Officer

HTMT Global Solutions

Mumbai, Maharashtra 12/2006 - 01/2008

- Provided technical assistance to customers in order to resolve their inquiries or complaints quickly and efficiently.
- Maintained detailed records of customer interactions, transactions, comments, and complaints.
- Identified opportunities to upsell products or services to existing customers.
- Assisted with the development and implementation of marketing campaigns targeted at current customers.

Skills

Recruiting and Interviewing, Business Analysis, Risk Management, IT Service Management, Project Management, Agile Methodology, Cross-Functional Team Leadership, Presentation Skills, Meeting Facilitation, Customer Service, Performance Management, Team Leadership, Azure Cloud functions, Visualisation & Process Flow creation.

Certificates

Azure Security Engineer, Business Analysis, Six Sigma, TCS Agile E0+E1+E2, Cyber Security Fundamentals.

Education

Bachelor of Commerce with Accounting as major. Completed 10/2009.

Current Location - Pune, Maharashtra

Date - 25/12/2024





The Prestigious TCS CBO Agile Champion Title is Awarded To

Hussian Patanwala

who successfully completed the 'TCS CBO Agile Champion' in Sep-22

Musthafa S

Head

Agile Initiative Network





TALENT DEVELOPMENT

CERTIFICATE OF COMPLETION

is awarded to

Hussain Patanwala

(Employee No: 1881578)

for successfully completing TCS training program

Lean Six Sigma Green Belt Certification [TCS Internal] TCS

BPO

on **13-Dec-2023**

Chroliu Krishnaiah

Chenchu Krishnaiah Kolluru Head - Process - Talent Development



Hussain Patanwala

has successfully passed all requirements for

Microsoft Certified: Azure Security Engineer Associate

Microsoft CERTIFIED

ASSOCIATE

Credential ID: 5B3209E69D116D70

Certification number: 23EU03-1B66A8

Earned on: March 8, 2024

Expires on: March 9, 2025



Jack W.

Satya Narayana Nadella



Reference Number: 0004





CERTIFICATE OF COMPLETION

AZ-900 Microsoft Azure Fundamentals in a Weekend

Instructors in 28 Minutes Official, Open Cloud Solutions | Microsoft Azure Certification - AZ 900

Hussain Patanwala

Date Jan. 26, 2024 Length 9 total hours



CERTIFICATE OF COMPLETION

Date of completion

24.11.2024

Hussain Patanwala

has successfully completed

Cyber Security Associate Certification Programme

an online course by Reliance Foundation Skilling Academy



Certificate ID: RFSA00035884



Agile Requirements Foundations

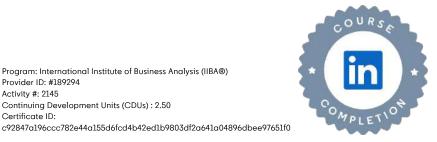
Course completed by Hussain Patanwala Sep 18, 2023 at 03:21AM UTC • 1 hour 43 minutes

Top skills covered

Agile Methodologies

Requirements Analysis







Business Analysis Foundations

Course completed by Hussain Patanwala Sep 14, 2023 at 05:29AM UTC • 1 hour 25 minutes

Top skills covered

Business Analysis







Business Analysis Foundations: Competencies

Course completed by Hussain Patanwala Sep 17, 2023 at 07:45AM UTC • 1 hour 26 minutes

Top skills covered

Business Analysis







Business Analysis Techniques for Business Transformation

Course completed by Hussain Patanwala Sep 09, 2023 at 07:06AM UTC • 41 minutes

Top skills covered

Business Transformation

Business Analysis

I set rounds

Head of Content Strategy, Learning



Program: PMI® Registered Education Provider
Provider ID: #4101
Activity #: 4101JD68DL
PDUs/ContactHours: 0.50
Certificate ID:
274548e18df5b0b2d18ad486f3805d4a47b7e908b9d5632395ebec12060359b6



Strategic Business Analysis Essentials

Course completed by Hussain Patanwala Sep 09, 2023 at 05:26AM UTC • 57 minutes

Top skills covered

Strategic Analysis

Business Analysis





Learning Digital Business Analysis

Course completed by Hussain Patanwala Sep 17, 2023 at 05:47AM UTC • 1 hour 26 minutes

Top skills covered

Business Analysis







What Is Generative AI?

Course completed by Hussain Patanwala Sep 16, 2023 at 05:46AM UTC • 42 minutes

Top skills covered

Artificial Intelligence for Business

Artificial Intelligence (AI)

Generative Al







Get Ready for Generative Al

Course completed by Hussain Patanwala Sep 16, 2023 at 04:52AM UTC • 5 minutes

Top skills covered

Artificial Intelligence for Business

Artificial Intelligence for Design

Generative Al







Introduction to Prompt Engineering for Generative Al

Course completed by Hussain Patanwala Sep 16, 2023 at 06:34AM UTC • 44 minutes

Top skills covered

Natural Language Processing (NLP)

Generative Al







Introduction to Data Science (2019)

Course completed by Hussain Patanwala
Oct 15, 2021 at 05:05AM UTC • 1 hour 49 minutes

Top skills covered

Data Science





Learning Data Analytics

Course completed by Hussain Patanwala Oct 22, 2021 at 09:53AM UTC • 1 hour 39 minutes

Top skills covered

Data Analytics



