



Akash Abraham

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PROFESSIONAL SUMMARY

Driving strategic vision, developing actionable strategies and roadmaps, communicating value propositions, and garnering support from both business and technical stakeholders. Possessing strong organizational, leadership, and technical acumen to deliver innovative solutions in dynamic and competitive environments. Cultivating robust relationships with business executives and IT leadership. Building high-performing teams and delivering a diverse array of solutions and enterprise IT systems. Expertise in vendor management, budget oversight, contract negotiations, and contributing to merger and acquisition initiatives. Experienced in hiring, mentoring, coaching, and leading technical teams. Established Agile teams, implemented Agile methodologies, and defined intake and CI/CD processes. Transitioned development teams into high-performing, cross-functional Agile units. Led teams ranging in size from 16 to 97 members across various project scopes.

SKILLS

Problem-Solving	Attention to Detail
Team Leadership & Development	Client Relationships
Project Leadership	Goal Setting
Project Management	Staff Management
Forecasting and Reporting	Process Improvement
Best Practices Implementation	Analysis & Evaluation
Continuous Improvement	Staff Training and Development
Product Management	Budget Control

WORK HISTORY

SR CONSULTANT ASSIGNED TO BANK OF AMERICA 01/2023 to *CURRENT* **Signature Consultants**

- Open Banking entails financial institutions providing Application Programming Interfaces (APIs) to external entities that develop alternative solutions for bank customers.
- As a Feature Lead, my role involves overseeing the Open Banking Channel and ensuring compliance with FDX and DDA standards in all API interactions.
- Directed a cross-functional QA team to provide regression testing support for three product development initiatives, while also facilitating regression testing and signoff for integrated and independent releases across 17 downstream processes.
- Build/Own the Roadmap for the Open Banking Channel Portfolio.

- Implement Agile Methodology in the Horizontal QA Team to better plan the day-to-day work and intake process.
- Lead the usage of JIRA for project tracking and improve team productivity.
- Work with Digital Delivery Office and various Delivery Team on implementation of various projects such as capacity planning.
- Be an Agile Coach to the delivery teams and our business partners.

VP, PRODUCT MANAGEMENT

11/2020 to 12/2022

Freedom Mortgage Corporation

- In charge of establishing the Objectives and Key Results (OKR) framework and roadmap for the Mortgage Lending Platform, aligning them with the business goals and ensuring the successful achievement of each milestone
- Responsible for overseeing the comprehensive development, improvement, quality control, compliance, deployment, and support of technology for both the Origination and Servicing aspects of the mortgage business.
- Tasks include setting up Agile Teams, defining the intake process, managing, and automating processes, and implementing standards for process re-engineering.
- Consolidated QA testers from diverse Business Channels into the Information Technology department, streamlining the automation script management to ensure comprehensive regression testing coverage for modifications across all channels.
- Additionally, developing and maintaining strategic relationships with key stakeholders is a key responsibility.
- Collaboration with the infrastructure team is necessary for capacity planning and implementation.

RELEASE TRAIN LEADER/TEAM LEADER

02/2010 to 11/2020

Quicken Loans, LLC

- Managing software development, quality control, compliance, and product definition for various systems
- Designed Loan Engine (consists of multiple microservices to help to underwrite the loan) from the concept to implement within the organization.
- Developed procedures to standardize software development, testing and release.
- Spearheaded the formation of a QA community dedicated to automating regression and integration testing. By elevating the regression testing suite to serve as the primary checkpoint in the CI/CD pipeline, ensured that only rigorously tested code progressed to deployment, minimizing the potential for bugs in production.
- Directed virtual team that optimized the mortgage processing, resulting in a significant reduction of processing time from 38 business days to 22(Purchase) / 18(Refinance) business days.

	SENIOR DATABASE ADMINISTRATOR Quicken Loans, LLC <ul style="list-style-type: none"> Support both AMP and LOLA; which are in-house developed s/w in Progress, used in Quicken Loans to streamline the Mortgage Process. 	02/2007 to 02/2010
	SENIOR SYSTEMS ENGINEER Quicken Loans, LLC <ul style="list-style-type: none"> AMP is an in-house developed s/w used in Quicken Loans to streamline the Mortgage Process LOLA is a front-end mortgage process system, which serves mortgage leads to loan offices, and loan offices are using this to the initial setup of the loan 	07/2003 to 02/2007
	SENIOR CONSULTANT ABN AMRO Bank	11/2002 to 07/2003
	TECHNICAL DELIVERY MANAGER/SR CONSULTANT IBP Inc	11/2001 to 10/2002
	SENIOR SYSTEMS ANALYST/PROJECT MANAGER Xytex International Inc	08/1999 to 10/2001
	PROGRAMMER/ANALYST St. Jude Medical	09/1998 to 08/1999
	PROGRAMMER/ANALYST Vilden Associates Inc	05/1998 to 09/1998
	PROGRAMMER/ANALYST Uni Lever Group of Industries	06/1997 to 05/1998
	PROGRAMMER GADCO Pvt Ltd	06/1996 to 05/1997
	JUNIOR PROGRAMMER/INTERN T.V. Sundram Iyengar & Son's	01/1996 to 05/1996
EDUCATION	Master of Science Computer Applications Bharathiar University, Coimbatore, Tamilnadu	
	Bachelor of Science Mathematics Mahatma Gandhi University, Kottayam, Kerala	
CERTIFICATIONS	<ul style="list-style-type: none"> Certified SAFe 4 Scrum Master, Scaled Agile, Inc. Certified Scrum Product Owner (CSPO), Scrum Alliance. 	
QUALIFICATION HIGHLIGHTS	<ul style="list-style-type: none"> Information Technology Executive Management 	

- Software Engineering
- Quality Assurance
- Mortgage Lending
- Compliance
- Open Banking
- SAFe 4 – Scrum Master
- Scrum Alliance – PO/PM
- Agile Leadership
- Agile Coach
- Front-Line Leadership
- Project Management
- Product Development
- Team-Building
- SDLC Management
- Client/Server
- Systems/DataBase
- UNIX
- JIRA
- New Relic
- LINUX
- Confluence
- Sumo Logic
- Windows
- ServiceNow
- Splunk
- ALM
- QTest

CAREER OVERVIEW

Accomplished senior executive in the bank and mortgage industry, bringing extensive expertise in information technology. Recognized for proficiency in technology strategy, transformation, innovation, agile methodologies, project and program management, and leadership. With over 28 years of experience, including 14 years leading diverse project teams ranging from 16 to 97 members across multiple technologies and business domains. Proven track record in overseeing software design, quality assurance, product development, systems and database administration, and internet technology. Known for implementing standards, procedures, and processes that optimize business operations. Strong management capabilities, adept at motivating teams and driving productivity. Skilled communicator adept at building robust client and vendor relationships.