**Name: Alok Sambuddha, Band: B35, Role: Senior Engineer 1**

**2024 Self-Assessment –Year End**

**Goal Achievements**

**Power Growth - Value Co-Creation, Foundational Technology, Best-in-Class Experience**

* MTEP: I supported team for the Java uplift of MTMD & TSAM application & managed various aspects of external technical integration & business alignments, as:
* **TSAM User story refinement** to drive development work for the team based on proposed project plan.
* **MAPM**: Coordination with MAPM team for technical integration of new file feeds in new generic layout
* **TSAM Amadeus Travel Agent management**: Coordination with German PCG, Servicing team and 3rd party team to align on the proposes solution. Even with limited to no support from Amadeus, we successfully followed a carefully crafted migration with no impacts to Amadeus.
* **SFT changes**: New setup and changes in several SFT profiles needed for MAPM, EPAY, Amadeus. In addition, migrated the existing & new profiles under GMST\_EMEA workgroup for central management within our team, as opposed to corporate.
* **Database changes**: Coordination with data architect and mainframe/Postgres DBAs to seamlessly migrate a very complex set of existing mainframe data to Postgres table
* **Nemo integration**: I coordinated with Nemo terminal profile management technical contact with restricted technical support to help team complete the API integration seamlessly
* Nemo & business user PIV planning: I coordinated with Nemo business team to help UAT validations and provide PIV support, which required extended coordination with multiple Nemo teams (Tech/QA/User/Business/UI/API)
* **Implementation planning**: I coordinated the implementation planning for the end-to-end migration & rollout
* **Project Fusion:** I am technically leading the solutioning of the new technical platform required for the landmark changes in the acquisition landscape of a particular country (NDAed) and its multi-market extension
* I supported creation and updates of SEMIS L2 & ADR process flows
* I carried out the architectural design assessment and interface discussion & estimation with GMS architect team
* Overall project planning, activity assignment & knowledge management
* **SE Alias**: I coordinated the migration activities & helped both characteristics product and program team to acknowledge critical migration aspects, risk areas and end to end validation. I am also coordinating an overall SE alias solution, knowledge, learnings & best practices handover session with NRD team, to assist with project Fusion planning.

**Resiliency, Cybersecurity & Tech Risk**

* **SEMIS data reprocessing ORE**: Early in 2024, our team came across a production issue driven my mass file submission by one network acquirer, which due to a mass file handling limitation in SEMIS, led to non-processing of close to 6000 SE Demo files for over 100 network partners over a period of 4 months.
* I carried out the technical RCA with our and SRE team to identify an extensive remediation plan to acquire the missing data internally with Amex and reprocess it
* I also coordinated with business & regional teams for complete remediation planning & risk mitigation for critical business functions
* I also carried out external partner communications for systematic controls to be applied withing triggering partner’s internal platform and other regional acquiring partners requesting expedited remediation
* I coordinated with DBA team to create ad-hoc supplementary processes to urgently carry out data comparisons to ensure data integrity & avoid data overwriting in database
* **Norway new tax report development**: I am providing technical consultancy & integration support to CRR team, for developing new currency register report for Norwegian tax Authority, which is to be delivered to Norwegian government via our existing NTRS API. I am coordinating the solutioning with compliance, Norwegian government and CRR reporting team. This solution will also act as the placeholder for CRR application to own entire Norwegian Tax reporting process in 2025, with our application being decommissioned.
* **Russian merchant cancellations**: Carrying into 2024 from the Belarusian merchant cancellations to remediate a business ORE, we carried out merchant cancellations for 12 more Russian partners in 2024
* I coordinated with network teams such as PSU & GFR to have temporary AIN activations for network platforms to accept cancellation feed for the cancelled partner AINs.
* I also carried out an additional exercise to identify active merchants in sanctioned Ukrainian regions and coordinated with business to work with partner and cancel such merchants and stop acquiring new merchants in sanctioned regions of Ukraine.
* **ORE EV-038302 GPE Czech Merchant Cancellation**: Due to known & cross-application data reconciliation gaps, 89 merchants acquired by GPE Czech are not present in GMDL/Genesis platforms and therefore are not reaching compliance platforms as Cadence & Bridger.

I am supporting urgent remediation of this ORE via running the OMASS cancellation tool via SEMIS, with aim to complete well before 2024 YE technology freeze.

**Efficiency & Productivity**

* **Meta roles** – I have been supporting a number of horizontal meta roles in the team, as:
* TCAI tracking & forecasts (Mainframe & Java)
* Platform Health (Mainframe & Java)
* SFT account consolidation & changes
* Distributed technology uplifts
* Vulnerability management
* **Network Test Simulator (NTS) optimization**: To efficiently support network acquiring partner onboarding, partner’s internal change testing and phase 3 test elimination, I have been coordinating with NTS team to identify optimization opportunities & enhance NTS to be placed as a self-testing tool for network acquirers, without needing SEMIS tech support.

**People & Culture**

* **MTEP**: The external team communication & alignment with GMS, non-GMS & 3rd party teams was a fair sized undertaking that I took ownership of, to ensure there are no business or negative technical impacts during the Java uplift of MTMD and TSAM applications.

In addition to coordination, I also tracked and managed the technical understanding, changes, handshake, testing & needed validations with a number of Amex internal & external teams.

* **SRE support**: For a variety of production issues, I supported SRE team for RCA, solutioning and implementing best practices for issue remediation. Some of the supported issues were:
* SEMIS data reprocessing of 6000 files
* SEMIS hierarchy file re-processing, driven by delays in addressing production issues by SRE team
* Deletion of incorrect hierarchy setups in ECR application
* Deletion of SEMISACC & EMEAODIN RACF groups

**Leadership Examples**

**Set the Agenda: Define What Winning Looks Like; Put Enterprise Thinking First; Lead with an External Perspective**

* **MTEP**: I led the activities requiring integration, changes, issue handling & coordination as required with all the interfacing teams, including a range a technical platforms as Worldline, Amadeus, Nemo, SFT, MAPM, DBA, Cloud Engineering, Hydra, TIMS, IBM, PCG, Nemo & servicing business. Along with coordination, I also ensured enterprise thinking is applied during the integration to ensure the latest tech stack and standards are followed, allowing the solution to have long term stability.
* **Russian merchant cancellations** – I was able to lead the cancellation exercises for 12 partners in 2024, ensuring all Amex internal & external ramifications are covered well to help business close the ORE and also ensure there no future onboarding of merchants in sanctioned regions.
* **Network Test Simulator (NTS) optimization**: To be able to eliminate phase-3 network certification testing, I coordinated with network business and technology teams to bring NTS to the same level as the network specifications are, to enable NTS to develop into a self-testing tool for network acquirers, without needing SEMIS tech support.
* **Project Fusion** – I support GMS architect team to cover all aspects of enterprise activities required for the solution and also drive the time critical estimation exercise, enabling business & technology leadership to favourably approve the solution approach & funding.

**Bring Others with You: Build the Best Team; Seek and Provide Coaching & Feedback; Make Collaboration Essential**

* **FPP new submitter Adyen:** I provided business & tech consultation to document the key steps of integration with the prospective timelines and provided knowledge handover to other team members to support the project.
* **Norway new tax report development**: I am providing technical consultancy & integration support to CRR team, to be able to develop the new platform to deliver the new report to Norwegian government via our existing NTRS API. Additionally, I am also providing consultation to them to assist migrating SSB report generation & ownership from our team to CRR, with aim to complete in early 2025.
* **SEMIS data reprocessing ORE:** For this exercise, I was able to carry out a wide range of communication to bring network business, GMS technology, network technology & SRE teams to come together for the issue resolution, identification of process gaps & their long-term solution strategies. I also handed over the relationships and coordination activity to our vendor team members, while tracking their progress to successful project completion.

**Do It The Right Way: Communicate Frequently Candidly and Clearly; Make Decisions Quickly & Effectively; Live the Blue Box Values; Demonstrate the Courage Great Leadership Demands**

* **SRE support**: As time and again we have come across certain improvement areas in the issue handling by our SRE team, I have been able to coordinate with them to ensure they always have the right guidance and technical direction to ensure the remediation is optimally planned with no business impacts. As experienced in the various production issues handled in 2024, I was able to react favourably & swiftly to all production issues needing our team’s involvement, take swift remediation decision, create & drive the remediation plan by involving all needed teams.
* **Knowledge Management:** I have been providing extended knowledge session to the team on all applications and product landscape of GMS line of business. These sessions are recorded as well and will assist team in long term to develop understanding of end to end merchant processes.

I also provided LEAP & GNST knowledge sharing sessions on network acquirer process to wider GNST & GMST teams.