

Nidhi Nathani

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Core Competencies

Digital Transformation Product & software Integration	Agile SAFe 5 & Process Improvement Data Migration & QA	Stakeholder Collaboration IT Governance & MIS
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Synopsis

- Total 12.11 years of professional practice working with a range of high-profile organizations.
- Versatile pragmatic Techno Functional expert, strong communication skills, business acumen.
- Articulate complex changes effectively to technical & non-technical audience.
- Requirement elicitation for business and product, for users across MENA, EU, APAC & Americas
- Help company enrich UX UI - rich customer experience, keep satisfaction.
- Use various KPIs, RACI matrix for stakeholder understanding, obtaining signoffs.
- Chair COO dignitary conferences, dashboard presentations, program board meet / PWG, ManCo level.
- Planning using SWOT analysis, Time to Market (TTM) delivery, mitigate strategies, using RAID technique.
- Understand MVP, architecture/ design/ middleware, aggregators, notification systems, DNS server, logging systems.
- Management of error scenarios, protocols, API calls, interactions interfaces.
- Help companies for offering in B2B and B2C space, platform teams & channel integrations.
- Support/Advice in upgrading to latest technology, features, strategies & roadmap creation.
- Excellence in using SDLC and STLC practices, implement development, drive product lifecycle, testing cycle.
- Independently manage multiple projects, administer aggressive timelines.
- Re-engineering, help spotting key information for RFPs presentation, also involve in classroom training & CSR.
- Connect with Contact center, customer interfacing squads, operation, and service people.
- Keep end-to-end visibility into the, design-to-delivery process, establish guidelines, collaborate with sponsors,
- Ensure remote-team focus, manage ~ 23 people, providing coaching & nurture culture for high performance.
- Believe in smart working with analytical, creative problem solving, critical thinking.

Agile Skills

- Foster agile mindset, scrum ceremonies and Lean Scaled Agile framework.
- Create epics, PI planning sessions, backlog refinement to attain ultimate project vision.
- Design User stories complying INVEST principle, Definition of Ready (DoR), Definition of Done (DoD) for sprints.
- Efficient in Prioritization (MoSCoW), Estimation techniques, Scrum of Scrum, daily standup, Review & Retrospective.
- Familiarity with systems orchestration, channels, DevOps CI/CD pipelines, Kanban board.
- Proven efficiency as Scrum Master facilitator scrum/Kanban, removing impediments (STAR) and client Demos.

SDLC & STLC

- Plan, define scope, technical feasibility study, architect layer, designs, functional specifications.
- Translate technical information, delivery schedule to engineers, requirement traceability matrix RTM.
- Quality Assurance includes Test Strategy, Test Design Development (TDD), BDD, UAT & BAT.
- Verify Sanity, Smoke, Functional, SIT, Regression, Database, UI, Data Migration, Mock, simulation phase results.
- Efficient in defect management, WAR room operations & Root Cause Analysis (RCA).

Domain

- BFSI: Payments & Cards industry (PCI DSS, PSD2, MiFID, SWIFT MT MX, ISO 20022, Retail Payment System (RPS), Instant Payment Platform (IPP) Payment processor, gateway, gpi, Fraud Monitoring tools, Anti Money Laundering (AML) (FCRM/ Actimize), Regulatory Compliance, Consumer Protection Law for UAE & European Union UK, Capital Market, financial market instruments, Mortgages, core banking software CBS (Finacle, T24), retail, wholesale, internet/ mobile/ IBMB, investment banking, onboarding (NTB, NTC), WhatsApp, Chatbots, IVR function.
- ERP CRM: Microsoft NAV, Quick-book QBD, Sage, HRMS software for Quote-to-cash (Q2C) PeopleSoft, SCM, applicant tracking system (ATS) integration, ticketing system, Sales Tax, accounting software.
- Novice knowledge of NDC, inclusive Global Distribution system GDS, Oracle RAC, IATA, EDI software, aggregators, OTAs.
- Cross skilled omni channels integration for Internet of Things (IoT) for home devices, voice, messaging, speech recognition.
- Exposure to technology best practices like Metaverse, AR, AI, AML, VR, web 3.0 and NFTs revolutions.

Technology Stack

- MS Office, Visio, JIRA, Figma, Confluence, Miro, Soap UI, Postman, Jmeter, HP QC, ALM, Test Rail, Cloud Platform GCP, Azure, AWS, Microsoft suite, JSON, XML, RESTful Micro Services, PaaS, SaaS, Windows, I-series Mainframe, Jenkins.
- Web Technologies like HTML tags, CSS, java script, web services REST API, database queries, SQL, Oracle dB2, report creation

on Cognos, Power BI, SSRS.

✚ Programming language knowledge of Unix, Object Oriented Concepts (OOPS), .net, java script, C, C++, VS 2005.

✚ Handel development for REACT, spring boot, CI CD, Docker, tokenization, AuthZ, Transmit server, JWT, Mule,

Career Timeline

Company Name	Job Title	Project Clients	Duration
Synechron Technologies	Associate Specialist BA	FAB, HSBC	Nov 2020 - Present
Takshashila Consulting	Management Consultant	Emirates NBD, EI	Nov 2019 - Aug 2020
Accenture	Lead Analyst	Ecolab, COX Fiber, BoI	Feb 2017 - Oct 2019
Avalara	Senior Release Engineer	ERP CRM MSME's clients	Oct 2015 - Dec 2016
Fiserv Global Services	Senior Engineer	Westpac	Mar 2014 - Sep 2015
Cognizant	Programmer Analyst	Wells Fargo, JPMC	Feb 2011 - Feb 2014
Umrer College, RTMNU	Lecturer	Engineering students	Aug 2010 - Dec 2010

Project: Digital Business Banking Program– Pune, India | Responsibilities:

- Chief '2' project for mobile UI creation and API development (experience API, system API & process API).
- Manage the Product Backlog for google captcha addition, online PDF Live Sign (generator iTEXT) - Add Signatory, virtual assistant, Voice Tech, smart chatbot, Add Signatory, Payment tracker MT103 international payments, cross border SEPA display, standard protocol, API calls, replace user journey.
- Work with senior architects on cloud implementations, GCP design changes, xml-based communication std., real time inventory interactions, fence and non-fence URL link & authorizations.
- Function as Release Train Engineer (RTE), provision channel integrations/tracking/release schedule, Technical Design Authority (TDA) approvals, UAT assurance, RAG status tracking path to green schedule, block-plan negotiations.
- Drive scrum ceremonies, support RCA, open bug approvals & tracking, CAB meet.
- Vendor engagement, plan book of works, SharePoint ticketing, resource budgeting, source id, clarity id & interlocks creation.

Project: Consumer Protection Regulatory Program – Dubai, UAE | Responsibilities:

- Foster project plan, enhancements, gap analysis, strategic solutions, as per CBUAE guidelines, costing USD \$95m.
- In role of Executive IT business partner, ensure departments completes their deliverables and project milestones.
- Work-flow creation for manual to digital onboarding, consent management, compliance monitoring activity lists.
- Redesign or create Standard Operating processes (SOP), policies, automation guidelines materials.
- Meet specific localized needs, lead team of 14 BA's working from offshore.
- Work together with various divisions namely Reg, Insurance (ADMIC, SALAMANA), CAS, Cards Dubai First (credit engine, Ijara docs) & Magnati ecommerce gateway payment, Contact centers & branch staff.
- Accomplish BRD, FSD, swim lane diagrams, Gantt chart, user touch point & data flow models.
- Design project plans for staff training, module integrations & data mapping BI Analytics usage.
- Handel Risk assessment for group-compliance MAG their capacity assessment & FTE analysis.
- Standards work upon are:
 - ✓ Define process to provide choice of soft copy documents - consent management.
 - ✓ Employee Staff training establishment & customer satisfaction program.
 - ✓ Treating Customer Fairly (TCF) Policy creation
- Brainstorming for conversational AI, IVR, call routing, agents management, Document Mail server Room (DMS) changes.

Project: Finacle Core Consolidation (FCC) Program ENBD EI – Dubai, UAE | Responsibilities:

- Accomplish transformation upgrade program for version Finacle 10x to 11x, costing USD \$85m.
- Gather customize requirements for Agent-Reports & Branch-reports across MENA, Menu mapping & custom reports.
- Own a portfolio of key business elements and reporting to Head of Program group chief, Head of Governance & Operations.
- Negotiations among platform stakeholders, business divisions, ATM, BPM, Tanfeet, QA vendor, automation RPA.
- Administer implementation for User Access Management (UAM), Process documentation, Contact Centers & user trainings.
- Achieve upstream downstream integrations- Payment System Strategy (NPSS) Hub, ATM/CDM/IVR, call routing, self-service analytics, ticketing tools, express clearing, straight through processing (STP) non-STP flow, UAEFTS, EIDA, Dubai Police.
- Support branch-report standardization, Islamic Shariya rules, National Language Support (NLP).
- Knowledge about for GTB, Trade Finance and Cash management, Treasury Management system (TMS), International Trade Commerce, Letter of Credits, Import Export, Guarantee statements.
- Touch points interfaces includes interaction with Calypso, Calypso, Eximbills, ICCS, FinOne, UAEDDS, UAEWPS, UAEPGS.
- Create power presentations status for Stereo committee, monitoring QA reports, defect resolutions etc.
- Draft test strategy, MOM's on business consignments, maintain repository for audit INA purpose.
- Provide post GO-LIVE (PGL) release support end user using virtual room formation.

Project: Capital Change Program | Responsibilities:

- Capture change details for a Loan Origination System (LOS) basis European Central Bank (ECB) circulation.
- Develop FSD for disparities in mortgage defaulters, definition of default, lien marking, underwriting & status.
- Create Use Cases to capture Defaults, Unlikely-To-Pay (UTP) indicators/ triggers interacting with Temenos T24.
- Know integrations check-points with Sibel-CRM, involve with EDW ETL, Teradata, raw data visualization, build narratives.
- Prepare Capacity planning, conduct Daily Stand-up with proven track record of leading cross-functional teams.

Project: Microsoft Avande Envision Program | Responsibilities:

- Lead data migration from flat to cloud environment Microsoft Azure, valued at \$ USD 50million.
- Deep understanding of project upon Azure Data Lake, Azure Blob storage, containers.
- Guide squads for data flow, conversion check, testing of static flow and customer transaction data.
- Build transformation rules, Design HLD, mapping rules, trigger flow, data massaging rules.
- Validate consumption UI Landing page, Service page, storage factory, pipeline configurations.
- Mapping source-target using Non-hierarchical db, context graph validation i.e. Graphical dB test for nodes, edges.
- Business meetings Ecolab with lively discussions on critical topics travel ticketing, water reading, hygiene, energy technologies.
- Participate with emerging tech work devices, omni-channel Smart devices for their communication Protocols.
- Sprint Backlog management for redesign of corporate website, status on VSTS Azure Boards.
- Discuss IoT architecture, interface management devices and IoT testing areas.
- Plan Master Data Management (MDM), dataflow, conversion using U-SQL's in Hadoop platform.
- Raw data sources include 3DTrasar Controllers (3DT), Komodo Sensors, Dynamics CRM 365 (CRM), Lab Works (LIMS), Manual
- Data Entry (MDE), Weather and Water Safety.
- Strategic decisions with Nalco Water, LIMS, Nalco, Energy Services, Food & Beverage FnB, Textile Care (TCD) and Life Sciences.

Project: Service Assurance Integration Layer (SAIL) - Microservices | Responsibilities:

- Help team build microservices for telecom client, to augment as Software as a Service (SaaS) platform.
- Supporting, creating, defining API's parameters for service portal/ contact center, & internal Staff system features.
- Manage microservices DEV, performance QA, reviewing scripts using Postman & JMeter.
- Gain cloud application information of Salesforce application, user roles, entitlements, workflow, validations & approval.
- Swagger usage for south bound/ north, SOAP, Representational State Transfer REST Service Oriented Architecture SOA.
- Supervise results, implementation for web application, integrations to Zuora, Quote-to-cash stages/steps.
- Conduct parameter checks, tags, request, response message, authorization, HTTPs status code.
- Handel Splunk log verification, attend sprint Demo, review activities etc.

Project: Avalara AvaTax ERP CRM (product startup company) | Responsibilities:

- Work on International tax and compliance solutions with Avalara Tax engine for MSME's using e-commerce.
- Handel E2E life cycle for collection - engine used for Indirect tax calculations in invoicing software.
- Ensure working-software for modules integrations, utility add-ons, CX analytics, agent workstations per CRM's.
- Recognize GDS systems, its real time inventory interchange, Translation, Mapping software, Integration.
- Accomplish entire QA verifications, contact center, marketing and sales support association.
- Maintain release pages, version control, fixes, patch deployment specifics in product-catalogue files.
- Govern version history, Sky-tap, Release Readiness, build deployment at Admin-Console BGK, go-live issue analysis, hot fixes.
- Check invoices, Account Payables (AP), Account Receivables (AR), Inventories & GL entries.
- Validate tax calculation, jurisdiction rules, address validation calls, check points focusing Europe VAT
- Perform smoke, log analysis, positive negative tests for installation/un-installation.

Project: Financial Crime Risk Management (FCRM) FiServ Anti-Money Laundering (AML) Product | Responsibilities:

- Comprehend, implement regulations about Money Laundering Fraud prevention activities to report FATCA CRS rules.
- Create Alert Definitions, validate various threshold, geographic basis, onboarding assessment.
- Work upon case alert scenarios for financial non-financial transactions, sanction scanners, media screening.
- Identify the data pattern, profile pattern, associated risk throughout life cycle.
- Handle exempt person (DOEP) filling for CTR, investigation details for reports filing & Watch List filtering.
- Conduct the functional validation, reconciliation of data against source to target systems.
- Combine the KYC CDD, re-assessment of customer risk, periodic reviews, and enhanced due diligence (EDD).
- Create cases for CIP, Customer Due Diligence (CDD), Enhanced Due Diligence (EDD), Transaction monitoring CTR SAR, List matching, PEP, sanction list, black-list, grey-list countries & workflow configurations, their Risk views.
- Work for software implementation, validation, AML rules, False positive scenarios, customizations.
- Identify, manage, and mitigate customer-related risks.

Project: Online Transformation Program Mobile Application Launch | Responsibilities:

- Squad team of 35 members working towards revamping of mobile features, Global Pay Processor (GPP).
- Comprehend the user functional flow using the UCS (Use case specification) & EUID (End User Interface design).
- Discuss and Design with senior architects UML diagrams for User Registration, Staff Assist Registration, Profile management,

- notifications, Alerts, Payments Listing, Accounts Detail, Address Book, Multiple Payment, POS (point of sale), & Fund Transfer.
- Lead defect triage, quality assurance for desktop, web, mobile applications (iOS & Android).

Project: Cash Equities Trading software | Responsibilities:

- Involve in change/enhancement of Trade Business Flows.
- Front to Back testing of Order entry, trade execution, algorithmic trading, allocation, settlements of equity trade.
- Use FIX protocol for placing orders using putty box.
- Gain knowledge of macro economy concepts wealth management, money market, Dark Alternative trading platforms.
- Experience in trading applications, capital market, OMS, trading life cycle (TLC) for Front office, Middle office & Back office.

Project: Identity & Access Management (IAM) application | Responsibilities:

- Manage, schedule, connect, prioritize incoming request for integration as Certification, Termination and Transfer (CERT/T/T).
- Gather and draft Functional Specification Document, act as POC for design queries, provide online/e-mails/telephonic support.
- Code mining i.e. functional decomposition of the tool.
- Gather user feed details for integrations P1 (AD users), P2 (predefined file format), Auto File Converter (AFC) random file.
- Configure env changes for SFTP, LDAP, FTP access & obligatory sign-offs.
- Involve in feed file testing (XML, excel & delimited), batch processing functionality and code flow.
- Work as delivery excellence POC for my LOB, activities like Risk Adoption, CMMI appraisal, C2 Metrics, & track trainings.

Education

- ✚ Bachelor of Engineering degree (Electronics) from Rashtrasant Tukadoji Maharaj Nagpur University, July 2006 - July 2010

Certifications and trainings

- ✚ Udemy course ITIL, understanding of IT-Service Management and PMP essentials.
- ✚ Metaverse Master online class course in July 2022.
- ✚ Completed the ITIL 4 Service Value System (SVS) workshop in June 2022.
- ✚ Udemy online certification of Program Management in Nov 2021.
- ✚ SAFe 5 Agilist – Certified Scrum Master in Mar 2021.
- ✚ Making Sense of User Stories, Agile Project Management, Agile Delivery in Nov 2020.
- ✚ Bitcoin Advance Level Transactions Online in Oct 2020.
- ✚ ISTQB CFLT foundation certification in Mar 2019.
- ✚ DevOps Handler & Tester certification accredited by Massachusetts Institute of Technology in Feb 2018.
- ✚ Capital Markets Beginners Module-/ NSE Academy in Financial Markets (NCFM) certification in Dec 2013.

Awards & Achievements

- ✚ The Star Award, Synechron in Jan 2023 and, April 2021.
- ✚ Innovation award for Video recordings which help in decreasing SLA resolution period, Avalara in Sep 2016.
- ✚ Largest Corallina Implementation, Fiserv in Feb 2015.
- ✚ Won first prize under BFS Prism for Technical presentation on 'Agile Work model Initiative', Cognizant in Mar 2011.
- ✚ Organizing committee member for Workshop on Aptitude Development (WAD), SRKNEC College Nagpur in Dec 2009.
