* **I have been working** in the industry for last **11 ½** year with variety of technologies and domains.

* In last 6 years in Barclays, I got opportunity to work with different sets of business areas like **corporates**, **wealth, Digital Colleague platforms** and now **credit card** domain.

**My strength is** delivering **robust**, scalable, reliable, secured, maintainable, **efficient API services**, taking **E2E** ownership starting from analysis, tech designs, interacting with stockholders, planning for production releases

My focus is to provide an optimistic solution which works efficiently on production environment.

A solution that has right sets of **logging mechanism**, **matrixes**, **Distributed Tracing** and **health-checks** in place for **troubleshooting**.

Basically, The solution that adds right sets of values to Barclays

* **Currently** – Tech lead for NGCB program~~, working from PPE side of it.~~
  + - Owning E2E delivery of PPE-Authorization
    - In credit card space, PPE Authorization ~~takes care of account verifications during credit card transactions. Basically, It~~ confirms whether the customer has sufficient funds to cover the cost of the transaction or not
    - Supports different type of credit card Txns like **Purchase**, **Cash withdrawal**, **Reversals**, **Refunds**, **Originator credits**, **AFDs**, **Incremental Auths**,
    - Functionalities like Earmarking of amounts, OTB calculations, Cash limits calculations, Auto purging of txns, **stip** process, Balance Inquires
    - PPE-Authorization is a **time critical** (**real-time**) service

It has to be **performance efficient;** we are able to achieve **75 TPS** and 95 %tile of most of the service’s response time is around 12 ms

* + - Last year, when I joined this program, I was 7th or 8th member of the team and then the team is grown rapidly from there Now we are around 120+
    - Last year, when I started both 🡪 the domain and technologies were **exciting** and **new** for me. (worked with aPaaS like cloud service but AWS was new).
    - I stared learning with how **credit card processor** works. Along with so many AWS services to understand and to be played with. Just to give few names **dynamodb, lambda, kinesis, API Gateway, IAM, cloudwatch, cloud formation, SSM, EC2, ECS**. Also from **credit card processers** perspective, data-elements and MTIs associated with authorization
    - Did lot of **POCs** and I was involved in many technical decision making exercises like which database suits more dynamodb v/s PostgreSQL or in kinesis and lambda exception handling should we go with SNS or SQS
    - Got a very good learning opportunity. Every day, on an average had to study for an hour or two
    - I have **designed data model** using dynamodb that suits Authorization needs
    - **worked with CAMS team, BA team, Devops, POs, CSO, CTO team, prepared OAS document for authorization services and got it reviewed by CSO team**
    - Participated in many **brainstorming sessions** with **CAMS**
    - Prepared **API contract** between CAMS and PPE (Txn method, Txn Reason code, Merchant details, Txn removal dates etc.)
    - **Along with that I was also part of technical interview process. Many days, I had taken 2 interviews in a day.**
    - In short, this program has given me short of exposure that an individual is **ambitious** about, this program allowed me to stretch and get best out of myself.
* Previously – worked as Tech lead for Digital Colleague team, Barclays Now

Where I was the core member of the tech team. We had to manage multiple projects from design, development, production releases, production support perspective

* + - Tech design for **Homepage revamp**
    - First ever micro-service Marketplace
    - E2E exposures.
    - Team 12 people

Overall, my journey with Barclays so far is full of learning and I got more knowledge and exposure here.

**Challenges**

SAR

Situation 🡪

* Just started when I joined
* Didn’t have full fledge team
* Full of ambiguity, no clear direction. **COVID**
* I was in a project at the stage where there were huge sort of expectation on us. Nothing was clear. Requirement was just coming in our way. We were not sure what should we sue, what sort of volume will be there, still we have to make some decisions and move forward. Thank fully, we got to a completion of our first phase with right sort of calculated assumptions that we mad e
* 1-2 developers every month
* Challenge is provide them **right set of KT** and make **them up to speed** as early as possible with they should meet the **coding standards** and they understand **domain**
* **COVID** added challenges of everything being remote
* so making sure everyone is comfortable with each other and there are not conflict within team

Action 🡪

* initially involved in **designs** and **developments**
* prepared **wiki** pages on confluence for **workspace setup**,
* **KT plans**, **learning plan**
* Had regular **virtual coffee breaks** to build repo within team so that team members feel comfortable reaching each other’s and also know them better.
* Held regular **1:2:1s** as well to understand challenges at their side.

Result:

**Can you tell me blah blah blah??**

I could not think of any example right now

**What leadership style you follow?**

In my 111/2 years of experience in a leadership role, I have learned that working in a team takes effort and understanding.

This is why I avoid **micromanaging** and follow the **Democratic** style of leadership.

So we had several meetings where all of us **brainstormed** ideas and some of my **juniors** ended up giving some great ideas.

It also made everyone in the team feel **involved** and brought about a sense of **ownership**, which led to the **huge success.**

**3. In your opinion, what are the top 3 qualities a team leader must possess?**

* Patience
* Decision maker
* Accountability

## 5. What do you do when your team does not agree with your ideas?

When working with a team, it is all about teamwork, and that includes making decisions together too.

If my team does not agree with my ideas, I ask them to point out the problems.

Once the shortcomings are identified, I try to suggest alternatives wherever possible.

If the team agrees with the idea, then we execute it.

But if that does not happen, then we continue brainstorming until we find the one that best meets our needs.

## 9. How would you describe yourself as a team leader?

I like to lead **by example**. I lead from the **front** by taking **action**, demonstrating what **needs to be done**, and keeping my team **organized** to make sure we’re all on the **same page** and **contributing equally**.”

I **lead** by facilitating open communication and trying to bring out the best in every **team** member

I enjoy **delegating** tasks and taking the **lead** on projects, but I also like to **stay involved and inspire** my team by showing that I’m working **hands-on** to help them, too. For example, in my last project, we had an emergency situation where a homepage was not loading at all due to latest release done for a widget. **I quickly delegated tasks to my team of 4**, but then got on the **phone with the RTB** myself to find out more information for my team and give the temporary steps they could take to make the issue less costly while we came up with a permanent solution. When my team saw me working hard to fix this, it made **them realize** the **importance** of the issue and **work hard** as well.”

Barclays Values

**RISES**

|  |  |  |
| --- | --- | --- |
| **Respect** | We harness the power of diversity and inclusion in our business, **trust those we work with, and value everyone’s contribution** | **Nominate**  **Thanks notes** through recognition tool when I found someone has done some extra ordinary work and a help that adds a values |
| **Integrity** | 🡪 We operate with **honesty, transparency and fairness** in all we do |  |
| **Service** | We act with empathy and humility, **putting the people and businesses we serve at the centre of what we do** |  |
| **Excellence** | We champion innovation, and use our energy, expertise and resources to make a positive difference  Robust and efficient service development |  |
| **Stewardship** | 🡪 we are passionate about leaving things better than we found them | Clean code practices, loggers & tracing |

**How do you motivate your team?**

My formula for a motivated team is to **get to know them**,

Uncover **what they are passionate about**,

If I can provide my team with **proper recognition**, **tasks that they enjoy and feel they are good at** - then they will perform as **motivated** employees.

Individual and collective **goals**

Communicate with **honest, open and passionate** manner

If team member **feel** they can **speak to you**, and they believe the team is heading to the right direction, they will feel motivated

If they have **skill to do the work** they are doing, they will feel good about the task and project that they are working upon

How their work affect **community**