Harsh Agarwal
Assistant Vice President – Technology

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Roles Performed
- *Program Delivery Leader*
- *Solution Architect*
- *Business Process Re-engineering*
- *People Mentor*

Technical Skills
- *Microservices architecture*
- *J2EE, Spring, Kafka, Storm, Node.js Angular.js, Python*
- *Apache, Weblogic, JBoss*
- *Redis, JDG*
- *MySQL, Hbase, HIVE, Oracle*
- *ClearCase, SVN, Bugzilla, Junit, SOAP-UI*
- *DevOps, CI/CD*

Major Business Domain Areas
- *Indirect Tax – GST*
- *e-Governance*
- *Telecom O/BSS*

Key Certifications
- *PSM-I (#546963)*
- *PMP (#1655887)*
- *ITIL v3 Foundation (2010)*

Education

B.E (Computer Technology)
Nagpur University, 2002

Employment History

Goods & Services Tax Network
Asst. Vice President – Technology | Aug-16

Aricent Technologies
Sr. Project Manager | Jan-12 to Jun-16

HCL Technologies
Assoc Project Manager | Jun-10 to Jan-12

Tata Consultancy Services
IT Analyst | Sep-03 to Jun-10

SOWSIA India
Developer | Dec-02 to Sep-03

Oasis Software
Developer | Jan-02 to Dec-02

Solutions Focused, Proactive and Industrious professional with 20 years of extensive hands-on experience in the IT industry; proven expertise in the areas of Program Delivery, Solution Architecting, Client Relationship & Account Management. Successfully delivered large enterprise programs like GST System Implementation, Passport Seva Application, Integrated Telecom OSS/BSS Solution, and Business Re-engineering.

Presently working as Asst. Vice President of Technology vertical with Goods & Services Tax Network (GSTN). The key responsibilities include

- Leading development teams with 200+ people and anchor techno-functional domain for GST Refunds, Unified Processing System, and Government APIs
- Working closely with government agencies, like Customs, Banks, Accounting Authorities etc., to design & implement API based integration between GST System and their respective systems
- Leading the design, development, and operation, of unified GST Processing System used by officers in 31 States
- Leading the design, development, and operation, of unified GST Administration System used by officers in 31 States
- Design, development, and operation, of GST Refund System, bank validation and centralized disbursement integration, handling claims worth INR 150M per month, with API integration with Customs & Pr. CCA
- Architecting the API workflow ecosystem used by 150+ agencies, like State tax departments, CBIC etc., to integrate with the GST System
- Active participation in GST Rules & policies for assessing technical impact of changes on GST System, and suggest solutions for escalated problems
- Involves working closely with government departments, States, internal leadership and vendor partners

The following is the synopsis of my previous experience –

- ***Program Delivery Leadership –***
  - Successfully led delivery & P&L ownership for Telecom OSS/BSS Program worth $4.5M ACV in Aricent
  - Scaled to 5/5 CSAT from 3/5 in 18 months for Telecom OSS/BSS Program
  - Project Managed $3M Norton e-Marketplace solution from inception to support with short turnaround of 14 months in HCL
  - Led DC deployment, and operation, of Passport Seva Application; worked with agencies like STQC for User Acceptance
  - Enabling & Supporting Sales in New Business Opportunities
  - Executed "Seeding & Mentor" program for team development
  - Stakeholder & Vendor Management at Aricent with Client team, Oracle, IBM for Vodafone M2M program

- ***Solution Architect –***
  - Architecture design for Norton e-Marketplace with multiple taxonomy
  - Application design & deployment for Passport Seva, a major e-governance transformation undertaken first time in India
  - Lead architect for the multi-taxonomy Norton e-Marketplace portal
  - Application Design for business re-engineering & improvision of existing business process, and created a student centric assessment system for Victorian Curriculum Authority
  - Integration Architect for Vodafone M2M Integration with Oracle WebCenter, SOA Suite

Key Roles & Engagements

Delivery Leader & Solution Architect – GST System | GSTN

Objective   GST System is largest indirect tax transformation in India, biggest open source technology stack program in government space. It is world's most complex taxation implementation in terms of volume and capabilities like API integration with ecosystem for transactions/data exchange.

Contribution
- Robust architecture for API Platform to integrate with 50+ external systems including govt. agencies and private entities
- Architecture for unified back end platform used by tax officers across 29 states for processing of applications and performing various statutory functions
- Defined post go-live application maintenance SLAs for the MSP
- Interfacing with business stakeholder – internal and government officers, for optimization of business processes

Technology   Spring, Hibernate, Kafka, Spark, Strom, Hadoop, Hbase, MySQL

Program Manager – Telecom OSS/BSS Solution | Aricent

Objective   To develop, enhance/transform/migrate & maintain integrated BSS & analytics solution for the customer

Contribution
- Led solution delivery for complete program having $ 4.5M ACV with 47 membered cross-shore team
- Transformed project execution to SCRUM based continuous delivery model
- Recognized for containing churn by implementing innovative "Skill Seeding" program towards people growth
- Achieved 5/5 CSAT, from 3/5, within 18 months in 2016
- Productization of custom application for launch in newer geographies
- Added USD 1.3M to business vertical as new business in 2014-15

Technology   J2EE, Weblogic & JBoss AS, ESB, Oracle BRM, Salesforce, JConsole, JMeter, SOAPUI

Solution Architect & Lead Engineer – Passport Seva | TCS

Objective   Build an integrated Passport application, processing and dispatch system.

Contribution
- Requirement analysis, PoC & proposal during conception phase
- Key role in finalization of solution with govt. stakeholders and vendors
- Planning DC/DRC setup & its execution with multiple teams
- Design of interoperable API Gateway framework for integrating multiple agencies with Passport Seva platform
- Performance tuning – thread/heap monitoring, analysis & app tuning
- Closely worked with STQC for certification of solution design of application
- Participated in ITIL based service desk setup process
- Server & Application monitoring & managing post production support at NOC
- Team size – 36 engineers

Technology   J2EE, WebSphere Portal, Application Server & Process Server, DB2 9.1/9.5, AIX/LINUX, CAS, SVN, ANT, JConsole, VisualVM, Bugzilla, MS Project

Technical Architect – Process Re-engineering of Assessment Processing System, Melbourne | TCS

Objective	To re-engineer existing assessment system to optimize the business processes and revamp technology
Contribution	• Due diligence & estimation for re-engineering legacy application • Focused workshops with customer, defining scope statement & detailed user stories. Prototyping and PoC for early feedback • Led business process re-engineering & data structure optimization • Built new reporting framework to integrate multiple data sources, provide student centric view at various stakeholder levels • Working with different government vendors of key system for integration with, or migration to, new system • Offsite coordination – ensure communication compliance, work distribution & issue resolution • Quality Assurance & Process Compliance
Technology	Java Spring, Hibernate, SAS 9i, Oracle 10g