



Harsh Agarwal

Software Engineering Leader

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Roles Performed

- Solution Architect
- Technical Delivery Manager
- Business Process Re-engineering
- People Mentor

Technical Skills Used

- 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

Major Business Domain Areas

- Indirect Tax – GST
- e-Governance
- Telecom O/BSS

Key Certifications & Trainings

- PSM-I (#546963)
- PMP (#1655887)
- ITIL v3 Foundation (2010)
- AWS Solution Architect Training

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

Skilled IT professional with 19+ years of global experience in leading business & IT projects with reputed organizations with proven expertise as Solution Architect and Delivery Leader. Successfully delivered large enterprise programs like GST System Implementation, Passport Seva Application and Integrated Telecom OSS/BSS Solution. The following is the synopsis of my overall profile –

• Solution Architecture –

- Analysis, design, development of end to end refund service in GST System processing claims worth Rs. 15k Cr per month
- Instrumental in policy level process framework for complete GST Refund
- Architecture design for unified tax administration framework being used by GST Departments of 30 states; GST PT setup on AWS Cloud
- API based integration with Customs, Accounting Authority and State department for seamless disbursement to taxpayers
- 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

• Technical Project Delivery –

- Leading development teams & delivered tax administration back office framework & refund integration with SCRUM Agile methodology
- Fault free on-boarding of 29 states, and migrated 3 more states to the unified back office with 21 days turnaround
- Managed delivery of Hughes OSS/BSS program worth \$4.5M annually
- Leading development, deployment, and operation, of Passport Seva Application

• Stakeholder Management –

- Scaled to 5/5 CSAT from 3/5 in 18 months for O/BSS HNS program
- Customer handling, and vendor management in Norton WC program
- Working with govt. agencies and departments to understand their needs, manage expectations and have the MSP deliver satisfactorily
- Prioritization, conflict resolution and communication

• People Matters – mentoring, career counselling & performance eval

• Project Profitability – P&L, effort utilization, hiring decisions

• Business Growth – leading proposals & RFP responses

• Organization Support – SEPG, QA Audits, PMP trainer & workshop facilitation

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

- Understanding GST law/rules, working with government stakeholder for legal requirements, and appropriate implement system level processes
- Guiding solution decisions by analyzing data from on-field use cases, in coordination with agencies like Customs/ICEGATE, PFMS
- Impact assessment, fitment & integration analysis and solution design
- Leading development teams, system solutioning, techno-functional design, code/test-case review, to ensure timely delivery to production
- Working with operation team for resolution of taxpayer/tax officer grievances and production defects
- Determining scope for course correction & improvement, prioritizing/design/planning delivery
- Leading RFP, QCBS based vendor selection and project delivery for internal projects like ERP – ESS, Payroll, P2P, and GSTN Website (gstn.org.in)

Key Projects

GST System Implementation GSTN | Since Aug 2016

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	<ul style="list-style-type: none">• 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

Managed Delivery of O/BSS Solution, Satellite Broadband SP Aricent | Nov 2012 – June 2016

Objective	To develop, enhance/transform/migrate & maintain integrated BSS & analytics solution for the customer
Contribution	<ul style="list-style-type: none">• Led solution delivery for complete program having USD 4.5M annual revenue 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

Passport Seva, Ministry of External Affairs TCS | Jul 2008 to Jun 2010

Objective	Build an integrated Passport application, processing and dispatch system.
Contribution	<ul style="list-style-type: none">• 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

Process Re-engineering of Assessment Processing System, Victorian Curriculum and Assessment Authority, Melbourne TCS | Aug 2006 to Jul 2008

Objective	To re-engineer existing assessment system to optimize the business processes and revamp technology
Contribution	<ul style="list-style-type: none">• 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

Other Assignments

M2M System Integration, Aricent	Delivery Manager (Feb 2012 – Nov 2012)
Multi-lingual Global Marketing Platform, HCL	Product Manager (Jun 2010 – Jan 2012)
US Tax and License Administration, TCS	Product Engineer (Sep 2003 – Aug 2006)
Business Activity Management, SOWSIA	Developer (Dec 2002 – Sep 2003)
Work Allocation System, OASIS Software	Developer (Jan 2002 – Dec 2002)