Himanshu Patel

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Sr. Engg. Manager | Hiring, Mentorship & Team Growth | Vision, Strategy & Roadmap | Cross Functional Collaboration
Digital Payments | Account Open Lifecycle | Financial Health | Wealth and Asset Management | Banking as a Service
Digital Transformation | Distributed Systems | APIs | Platform Resiliency | Application Rationalization | Quality Engg.

WORK HISTORY

WELLS FARGO   **San Francisco, CA**
Senior Engineering Manager, Vice President   *February 2021–Present*

- Lead and mentor a diverse and distributed team of 25, including 2 engineering managers, technical product owners, release train engineers and lead/principal engineers driving engineering strategy and delivery for 0->1 and 1->N payment product development (P2P and B2C) with an annual budget of $20MM
- Responsible for engineering strategy and execution for Digital Payments platform delivering frictionless (Struggle Score < 0.2) and delightful experiences (NPS 78) to 40+M customers thru various touchpoints (mobile, web, voice and APIs) and payment products (Zelle®, Online Wires, Inter-FI, Mobile Deposit)
- Create and execute engineering roadmap in alignment with Zelle® for small business product strategy driving 162% YoY segment growth (by transaction volume) resulting in 59% YoY Zelle® network growth (by $ value)
- Collaborate with stakeholders in UX design, product, risk, fraud and operations to co-create a multi-dimensional transaction limits strategy leading to 21% YoY decrease in customer complaints while reducing $93MM in operating expenses
- Lead the design and implementation of microservices (Open API, Jax-RS) based, event-driven (Apache Flink, Kafka, MongoDB), unified digital payments platform to reduce function duplication, increase platform resiliency, streamline risk evaluation and reduce time to market for customer journeys
- Formulate strategies, evangelize, and drive adoption of engineering best practices like Behavior Driven Development, Mutation Testing and Chaos Engineering to foster agile collaboration and test automation, reduce defect escape ratios and increase system availability (99.50)

MPHASIS   **San Francisco, CA**
Engineering Manager   *July 2014–January 2021*

- Hired and managed growth of diverse talent in a highly competitive environment, from fresh grads to full stack senior engineers (team size 15), engineering channel agnostic solutions for the Digital Sales and Servicing Platform.
- Co-create and collaborate on an engineering-led experience redesign strategy launching multi-touchpoint, streamlined digital experiences to enable customers to open lending accounts quickly & efficiently (yourLoanTracker℠) leading to 300K account originations each year and a 43% improvement in customer self-reported success rates.
- Led the talent acquisition, budget planning, stakeholder collaboration, architecture and engineering delivery across 3 remote, agile teams for aggressive 0->1 launch of the PPP forgiveness experience enabling businesses to digitally apply for forgiveness of pandemic loans
- Partnered with cross-functional teams from legal, compliance, privacy execution and marketing setting a data aggregation strategy and architecture to operationalize requirements for CCPA and CCPR compliance allowing CA residents to manage their personal data
- Led Portfolio delivery for Financial Health platform to deliver personalized insights and improvement opportunities empowering customers to progress from struggling to striving to thriving financially

- Formulated application rationalization strategy for Digital Sales and Servicing Platform, decomposing monolithic platform into domain-driven, loosely-coupled components for seamless SDK/API-based integration with second and third parties meeting speed to market and funnel growth objectives
- Partnered with Enterprise Architecture teams creating blueprints for 12 factor application readiness for cloud native deployment models, cache management, blue-green deployment, migration of Weblogic applications to Tomcat, developing Cloud Foundry best practices.
- Developed roadmap and drive execution for integration with Tag Management and Target personalization platform (Tealium) accelerating campaign time to market (30% improvement) while preserving marketing vendor flexibility and adherence to data governance strategy

NTT DATA   **San Francisco, CA**
Principal Consultant   *July 2012–July 2014*

- Implemented patent-winning dynamic metadata-based eform generation module (Java, Itext, Acroform) leading to rapid onboarding of paper forms (> 200 in < 6 months) resulting in 50 % reduction in loan origination time
- Developed secure, reusable file upload components and APIs for document ingestion, indexing and retrieval allowing customers to fulfill loan origination stipulations digitally resulting in 60 % reduction in fulfillment time
- Built device-aware, business-logic agnostic presentation layer (Spring MVC) components for accelerated launch of Digital Status platform for lending products on mobile devices while ensuring ADA compliance thru a patent-winning graceful feature disablement strategy on unsupported devices
- Designed My Retirement Plan®, a cross channel (online, store, phone) web app (jQuery, Java EE, Spring) for retirement planning using Monte Carlo simulations resulting in $800 MM in new IRA assets
- Implemented APIs and framework components (Java, Apache Velocity, EhCache) for integration with Content and Notification Management System to enable support for i18n/l10n and "no deployment" content publishing

SEI INVESTMENTS   **Philadelphia, PA**
Senior Software Engineer   *May 2011–July 2012*

- Built SOAP-based web services (JAX-WS) exposed via Service Bus (Oracle OSB) allowing institutional clients access to asset management services for integration with their own end client experiences
- Integrated Oracle Service Bus (OSB) proxy services with Siteminder Policy server for authentication

TENNESSEE BOARD OF REGENTS   **Johnson City, TN**
Software Engineer   *Aug 2009–May 2011*

- Designed the data model (XSD) for a statewide "Faculty Activities System"
- Implemented an XSLT-based data transformation and validation component for faculty activity reports

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PATENTS

Automatic dynamic generation of electronic forms using form definition, document metadata and supplemental metadata   **US10657320B1**
                                                                                          May 19, 2020

Strategy Based Feature Disablement   **US10083323B1**
                                                                                          Sep 25, 2018

EDUCATION

EAST TENNESSEE STATE UNIVERSITY   **Johnson City, TN**
Master of Science, Applied Computer Science   *May 2011*

UNIVERSITY OF PUNE   **Pune, India**
Bachelor of Engineering, Computer Engineering   *May 2009*