# Tanuj Khanna

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## **Professional Profile**

Experienced Manager/Certified Scrum Master with 3+ years (Total 8 years) of experience in designing and formulating enhanced products/services to clients. Ensured delivery of projects within time-lines to ensure maximum customer satisfaction and business revenue. Expertise in coordinating with diverse teams and people management.

## **Skills Summary**

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| ***Project Management*** | ***IT Project Lifecycle*** | ***Value ‑ Added Leadership*** | ***Technical Skills*** |
| * Resource planning * project Scheduling * System Integration * Product Enhancement * Process Improvements * Vendor Management | * Requirement Analysis * ROI Analysis * Project Scheduling * Testing/QA /Support * Knowledge of design and development * Agile - Scrum/Kanban | * Cross ‑ functional Supervision * Skilled Negotiator * Confident Decision Maker * Collaborative Leader * Team building and mentoring | * Java Core * Unix Scripting * PL/SQL * HTML/CSS * Python * Servlets * SVN/Github * Jira * Confluence |

## **Work Experience**

**Manager (Apr’15 to Present)**

**ICICI Bank Ltd. ‑ Hyderabad**

During 4 years (Internship incl.) of tenure in ICICI have been given chance and proven ability to work in different domains such as Human Resources, Treasury, Credit Card application. Main responsibility to help and enable quick adoption of technology in existing operation.

**Roles and Responsibilities**

* + - Managing existing system along with enhancement by introducing new features and services to customers with full oversight of design, development and maintenance in production.
    - Responsible for direct customer interface, requirements gathering research and propose design solutions. Responsible for leading the technical teams and contractors.
    - Conducting regular review meetings with user teams, preparing POA, aligning deliveries, sharing continual updates on progress with stakeholders and senior management.
    - Diagnosis and identification issues and determining proper resolutions.

## Project Details

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| **Performance and Improvement Valuation Group (Apr'17 to Present)** | |
| OFSAA Migration to 8.5 x from 4.5 | Upgrade of the existing set up of OFSAA 4.5 to OFSAA 8.x. to enable adoption of BASEL 3 and IFRS   * Existing Unix script driven ETL process to be migrated to ODI and DIH * Migration of business logic of GL Recon and Operational Risk to OFSAA. * Automation of Regulatory reports using OBIEE and OFSAA to save more than 15 man hours per day of repetitive task. |
| Dashboard for Senior Management | * To provide a overview of all sub-processes running daily in OFSAA. * Self- Designed dashboard for Senior management. Platform to be used later for Predictive Analytics * Demonstrate as PoC to leadership . * Technology ‑ Dot Net, Java Library and SQL |
| Integration of Control M to automate process | * Data from 15+ systems was integrated to enterprise level automation application Control M. * Providing support team and owners a single view to check status and to mitigate risk * Existing process and business logic was migrated to Control M for better resource handling and session management * System resources monitoring was enabled via Control M and alerts sent out. * **Technology** ‑ Control M, SQL and Unix Scripting * **Role** - Scrum Master |
| **Credit Card Applications (Apr16 to Apr17)** | |
| Customer Empowerment | * Enhanced customer experience with savings of more than 2Mn INR on yearly basis * API Services integrated with various front end (i-Mobile/Retail Internet Banking) for offering **real time services** to customer: * Status of Application * Generate PIN * Credit Card Upgrade * **Technology** ‑ Web Services (API) and SQL |
| Prepaid IVR | * To ensure consistency across channels and high availability, IVR was re-organized to improve consumer service. |
| SR Management via Kanban | As organization adopted agile methodology. Kanban board on Jira and floor was placed for daily incident issues raised along with ASLC reported issues. |
| **HRMG (Apr'15 to Apr'16)** | |
| Digitization of Recruitment | * Existing recruitment process was all sourced to a single platform from indent creation to interview sourcing to providing Visitor process to the new employee. Helped in savings of more than 20 Mn per year * Enables HR team to do following from one application   + Sourcing   + Indent creation   + Scheduling interview   + Direct integration with ERP   + Reporting at all levels from one system * **Technology** ‑ HTML/CSS, API, WEB SERVICE |
| Customization of PMS | * As part of yearly improvement project, was asked to optimize existing process of Performance management system. * Existing set up was very time consuming and had to be automated to a level that withing 2 "click" goalsheet to be submitted. * Technology ‑ Peoplesoft |
| Transfer of Branch Manager from Rural Branch | * As per RBI mandate, branch managers are to be rotated from the rural posting after a certain period * Current process was a fully manual driven. * Worked along side HR team to integrate the module as stand-alone and its integration with existing ERP system. |
| **Technology Initiatives/Automation/Process Improvements** | |
| Process Improvements | * JIRA ‑ standard project management tool used to assign activities and keep track of it. * Confluence - Knowledge Repository to maintain all documents related to application and various activities/projects completed or under progress. |
| Automation | * Implementation of Control M on all server. * Analysis of existing scripts and implementing business flow in Control M for better accountability |

## **Previous Experience**

**Accenture**

**Senior Software Engineer (Jul’08 to Apr’13)**

* + - Delivering Code, conducting unit testing, facilitating testing with other teams and validating deliverable within the scope of support as per the Service Level Agreement (SLA).
    - Taking ownership of problems and taking initiative to drive fixes to conclusion.
    - Conducting system study and coordinating with team members for System Design & Integration, Application Maintenance, etc.

## Project Details

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| --- | --- |
| Agile Marketing Analytics Platform (AMAP) | * Facilitation to user to enable upload of data file to run simulations. * Facility to download the output of simulations to the user. * **Technology** ‑ Ext Js, Oracle and Java |
| Orange Telecommunication | * A server side running application to handle EOD settlements. * Worked with onshore counterpart on developing a GUI less automated Java based application * **Technology** ‑ Java Core, Hibernate and UNIX OS |
| First Data | * Responsible for maintenance of Online Information Resource application of organization, an internal and a customer web based application based on Java Struts. * Core member of team in development of web-based Settlement Transaction Summary application for accounts |

## **Professional Achievements:**

* **Certified Scrum Master** (Certification ID ‑ 65304496986791)
* **Certificate of Appreciation** for successful implementation of project.
* **Accenture**-Best Team Award (Project Level).
* IBM Blockchain Essentials Certified (2018-19)
* IBM Blockchain Foundation Developer Certified (2018-19)

## **Academic Qualifications:**

* MBA (Banking & Finance) Full Time ‑ ICICI Business Leadership Program‑ (2013-2015)
* Bachelor of Engineering (Electronics & Communication) ‑ Institute of Technology & Management, Gurugram, Haryana