# 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, Regulatory Reporting , 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