

## TEJ BAHADUR SINGH

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### Profile Summary

- Focused, innovative and forward-thinking information technology expert with a proven track record of demonstrating leadership in **digital transformation strategies**, identifying opportunities for innovations and **leading enterprise program implementations**.
- Profound experience in multiple business such as **Consumer, Small Business & Wealth Business, Risk Management, General Insurance, Finance, Audit &** deliver high-quality results within timelines & budgets
- Excellent insight & sharpness in managing & coordinating projects & teams across **Technology, Functional & Operational areas**
- An expert in **setting new team**, adept in identifying the subsystems and the framework for the system design process
- Exceptional **interpersonal & leadership skills** along with training teams on new products & technology updates, help produce exceptional results
- Instrumental in **building Team from scratch** and **transforming individual contributors** into high performing teams & deliver **measurable business results**
- Ability to **understand process gaps, redesign the process and monitored** has resulted in cost reduction, time-saving and better control & efficiency
- Known for **Transforming complex business problem into a solution** by translating strategies into actionable results

### Key Accomplishments

- **Automation & Innovations** : Automated several processes & created several tools to improve Productivity
- Established Intake portfolio for Shared Integration Services
- Successful migrations of servers as part of NPT remediation project
- expert on setting team from scratch and onboard new projects
- Mentored employees and vendor team on **best practices (ITIL) guidelines**
- Initiated a **“Peer review”** to identify & resolve issues during the ad-hock deployment
- **Risk management** : suggest/implement mitigation plans, audit facilitation, business continuity, disaster recovery planning and execution & conduct internal audit of the applications.

### Awards & Recognitions

- Awarded employee of the month (Sep 2021) in the Bank of America (IBST team)
- Awarded for best performance for individual and team by employers
- Several client and end user appreciation for smooth project running
- Recognized with 5 GOLDS, 7 SILVERS and 6 BRONZE awards in Bank of America
- Syntel Individual Values Award – Nov 2012
- Team Performance Award for the project "iSeries to MSP Migration"- Aug 2020 in Bank of America

### Key Competencies

- Program & Project Management
- Production Support Management
- Intake Process Management
- Stakeholder Management
- Risk Management
- End to end Delivery Management
- Process - Establishing, Orientation & Monitoring

### Skills

- Public speaking
- Inclusion and Diversity
- Innovative approach
- Negotiation Skills
- Accountability & Decision-making
- Troubleshooting & Problem solving
- Faster adoption of new technology & process
- Agile & Waterfall Methodology

### Technical Skills

- SSIS, SSAS, SSRS, Tableau  
SQL Server, ASP.Net, Data  
Warehouse, Remedy, Nexus, JIRA,  
Autosys, Wiki, PMMT, API, Web  
Services

### Education

- **MCA**, Institute of Technology and Management, Gorakhpur UP - 2006
- **PGDCS**, DDU Gorakhpur University, Gorakhpur UP - 2003
- **B.Sc** - Maths, SGRPG College, Jaunpur UP - 2002

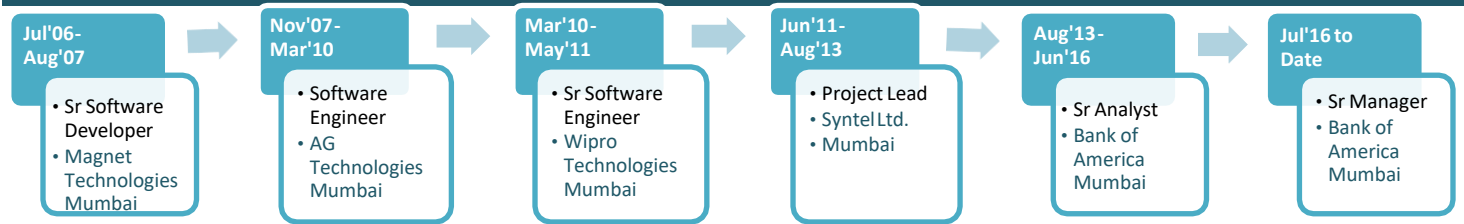
### Certifications

- ITIL V3 2011 Foundation

### Personal Details

- DoB : 12<sup>th</sup> Feb 1982
- Address : Thane, Maharashtra
- 400615
- Marital Status : Married

## Career Trajectory



## Work Experience

### Aug 2013 to present : Bank of America, Mumbai : Senior Manager - Technology

- Responsible for managing Intake portfolio - projects assessment, identify scope & estimate, project acceptance, aligning an agile team for Shared Integration Services – Real Time (middleware application) providing 750+ services to clients of Cards, Deposits and Wealth business
- Managed global production support team for Mortgage batch process including offshore & onshore team and vendor associates of 15+ members
- Responsible for process development/delivery/production support using Scrum as project delivery methodology
- Restructured production support team from outsourcing to an in-house squad with 12-15 partners for better efficiency & control
- Resource Planning & deployment from tactical and strategic perspectives and assess individual performance
- Monitor and release project progress to leadership and make necessary adjustments with the consensus of stakeholders
- Managing & coordinating with business alliances, peer groups, vendors, in-house Dev & support team for geographic distributed team
- Involved in business requirements & gap analysis, information systems requirements, performance & scalable solutions.
- Implemented functional & technical review with the Team to reduce incident count by 30%
- Setup and headed highly productive L1, L2 & L3 support team of 15+ resources which managed remedy tickets within SLA and provided bug resolution in a faster manner which resulted in 20% cost savings
- Facilitating project audits performed by auditor like PWC
- **Project: Dec'20 – to date : Shared Integration Services -RT – Intake Portfolio Manager**
  - ✓ Leading Intake Portfolio of Shared Integration services – Real Time : Shared Integration Product Hub having 750+ services/API of Cards, Deposits and Wealth business.
  - ✓ Project assessment, identifying scope & estimate and align a team for the project
  - ✓ Handling reprioritization if scope changes during the work
  - ✓ Handling escalations about project timeline
  - ✓ Handling Negotiation on project cost
- **Project: Aug'13 – Nov'20 : CLEAR (C#.Net, SQL, SSAS, Scheduler, Remedy) – Production Support Manager**
  - ✓ Led a team of over 15 associates for managing global production support of L1, L2 and L3 of mortgage applications
  - ✓ End to end handling of application production support from batch monitoring, incident communication, ticket creation, issue analysis, problem management, upstream follow-ups, code fix, and code deployment to production and managing documented agreed SLA.
  - ✓ Resources management (work allocation, evaluation of performance/productivity, task allocation) and providing regular reports to management.

CLEAR application process mortgage loan level data to create Journal ledger for activities on loan and meet accounting and economic requirements. CLEAR Accounting is a SOX Compliant Accounting System. This does GAAP accounting of interest rate lock commitments (IRLC) and loans in inventory. Journal entries of loan activity are generated and posted to general ledger (GL) on a daily basis. As a result, it gives daily balance sheet and PnL snapshot for loans in its portfolio.

This application loads data from upstream MSP (BKFS system) – Mortgage servicing platform and entire batch divided into five groups- Landing, Staging, StageToCore, GEE execution and Exports. We are processing around 4 million loans on daily basis in this system. Technologies are used- SQL Server 2014, SSAS, SSIS, SSRS, Scheduler, Visual Studio 2015, Python.

## June 2011 to Aug 2013 : Syntel Ltd. (Client - Nomura) , Mumbai : Project Lead

- **Project: Equity Cube (SQL Server, SSAS, SSIS, Autosys, Remedy) – Project Lead**

- ✓ Requirement gathering, analysis & discussion with Risk managers for creating new reports
- ✓ Creating sql objects (tables, views, functions, stored procedures)
- ✓ Creating / deployment / Scheduling SSIS Packages & Creating OLAP cube - SSAS
- ✓ Monitoring batches and providing L3 support of the Autosys batch jobs

EquityCube is a Multi-Dimensional OLAP Database (Cube). It is mainly used by risk managers in EMEA for daily risk analysis and reporting. It takes feeds from all the EMEA equity systems and also some regional feeds, e.g. Euclid for US and APAC. ReconCube is a Multi-Dimensional OLAP Database (Cube). It is mainly used by risk managers in EMEA for reconciliation of Greeks and other sensitivities. Technologies are used- SQL Server 2008, SSAS, SSIS, SSRS, Autosys.

## Mar 2010 to May 2011 : Wipro Technologies (Client - CITI Bank) , Mumbai : SSE

- **Project: CIW Platform Migration (SSIS, SQL, Sybase script, Unix Shell script) – Developer**

- ✓ Requirement gathering, analysis & discussion with Risk managers for creating new reports
- ✓ Creating sql objects (tables, views, functions, stored procedures)
- ✓ Creating SSRS reports

This application was basically migration of data from Sybase – UNIX environment to SQL Server – Windows environment. We had different-different modules for which we created the SSIS package and create the SQL job that hits the package as per the schedules. Technologies are used SSIS 2008, SQL Server 2008, UNIX Shell Script, and Sybase Scripts.

## Nov 2007 to Mar 2010 : AG Technologies (Client - RGICL) , Mumbai : SE

- **Project: XPAS – Excel Policy Administration System (SSIS, SQL, ASP.Net, C#, SSRS) – Developer**

- ✓ Requirement analysis and CR handling
- ✓ designing / creating ASPX pages & executing report designing and T-SQL query / procedures
- ✓ Creating dynamic (Matrix) report for MIS purpose
- ✓ Creating SSIS packages for business logic validation

This is bulk policy issuing system using Excel functionality to handle high volumes designed for Reliance General Insurance Co. Ltd. (RGICL). RGICL has tie-up with several Motor and Travel companies' (user of the application). User can issue the policy on the behalf of RGICL for people who are purchasing policies. User can upload the policy detail in excel format. System will validate the standard excel format and process the data. Data will be divided into three parts (correct date, error data and duplicate data). Error data can be modified through the system. Policy can be generated for correct uploaded data respective of balance amount and balance days in CD (cash deposit) or CDT (cash deposit with trigger) account assigned for user. In case of insufficient CD / CDT balance system will automatically lock. Policy can be downloaded into PDF format. Technologies are used- ASP.Net with C#, SQL Server 2008, SSIS, SSRS.

## Jul 2006 to Aug 2007 : Magnet Technologies, Mumbai : Senior Developer

- ✓ Website design/development and hosting
- ✓ Develop web applications using ASP.Net with C#.Net and SQL Server
- ✓ Design/develop aspx pages
- ✓ Writing sql stored procedure, functions etc.

## Declaration

I hereby declare that the above information is true to the best of my knowledge & belief.

Date – 6th May 2022

Place – Mumbai

TEJ BAHADUR SINGH

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