

ASHISH GHADI

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Program & Project Management / Business Analyst (BFSI) - Salesforce Sales Cloud, Cards & Payments, Currency Exchange, Wealth Management, HealthCare & Life Science

SUMMARY :

An astute **Senior Project Manager / Business Analyst - Banking & Finance – Cards & Payments, Salesforce Sales Cloud, Wealth Management, HealthCare & Life Science** having **18+ years' experience** with a wide range of skills in the program & project management, techno - functional business analysis, Software design-development and problem solving skills. Keen interest in the evolving aspects of the information technology industry. Dedicated to maintaining high quality, compliance and customer focused standards. Looking for a secure role where experience can be gained and applied practically. Open to new experiences.

ACHIEVEMENTS :

- ✓ Generated 1 Million USD revenue for *Persistent System* while managing mission critical projects contract category - "Time & Material", and managed direct reporting of 27 team members including Lead developers, UI Designers, BA, QA and vendors.
- ✓ Enabled various Indian Banks to established PoS Merchant Acquiring Switch business which accomplished multifold revenue growth.

CARRER JOURNEY :



EMPLOYMENT HISTORY:

Name of Company	Designation	Domain	Duration
Persistent Systems Ltd	Sr. Tech Project Manager	Banking CRM Salesforce	Sept 2022 – Till Now
Financial Software & Systems	Sr. Manager- BA	Cards & Payments	Dec 2019 To Aug 2022
AGS Transact Technologies	PM + Business Analyst	Cards & Payments	Sept 2017 To Aug 2019
Atos Worldline India Pvt Ltd	Project Manager	Cards & Payments	Aug 2016 To Sept 2017
MajorGainz.com	Tech Project Manager	Stock Market	Jan 2014 To July 2016
Travelex India Pvt Ltd	Software Engineer	Currency Exchange	Jan 2011 To Nov 2013
MilesSoft Solutions Pvt. Ltd.	Software Programmer	Stock Market	Apr 2008 To Mar 2009
Indbazaar.com Ltd	Software Developer	Stock Market	Apr 2006 To Mar 2008
United Shippers Ltd	Software Programmer	Cargo Shipping	Jan 2005 To Mar 2006
Kainaaz InfoTech Pvt Ltd	Software Programmer	E-commerce	Mar 2004 To Aug 2004

EDUCATIONAL QUALIFICATION :

Degree		Specialization	Board/University
M.C.A	Master of Computer Applications	Information Technology	IGNOU, Delhi
PGDCA	Post Graduate Diploma In Computer Applications	Information Technology	IGNOU, Delhi
BCOM	Bachelor Of Commerce	Finance & Accounts	Mumbai University
H.S.C	Higher Secondary Certificate	Finance & Accounts	Maharashtra Board
S.S.C.	Secondary School Certificate	-	Maharashtra Board

PROFESSIONAL TRAINING & CERTIFICATION :

- **SAFe®6 Scrum Master Certified**
Scaled Agile Inc.
- **PMP® Exam Preparatory Course – 35 PDU**
PMI
- **ADIT (Advance Diploma of Information Technology)**
C-DAC
- **Salesforce Certified**
Salesforce
- **Microsoft Certified Visual Studio .NET – MCTS (Technology Specialist), MCPD (Professional Developer)**
Microsoft

ROLES AND RESPONSIBILITIES

- **Requirement Gathering:** Understand & gather End User requirements. Devise, discuss and agree on the best suitable solution which meets most of the client requirements.
- **Use-case Modelling:** Articulate and enlist business requirements into a Business Requirements Document (**BRD-FSD**). Convert business case into logical process flow, Develop a logical design for the requirements. Review / Approve 'AS IS' and 'TO BE' process flows. Efficiently design and maintain end-to-end banking processes.
- **Scoping:** In-depth understanding of service objectives and capturing business requirements through active listening and questioning techniques. Able to bridge the gap between the business and technical stakeholders.
- **Scrum Master / Project Planning:** Manage overall project activities right from conceptualization to the execution and project close out. Keeping track of metrics on regular basis for effective project tracking purpose. Identify / escalate bottlenecks and issues in a timely manner – facilitate resolution.
- **Engineering Delivery:** Responsible for leading and managing a Developers, QA, BA team to achieve the organizational goals and meet client expectations. Own team resource schedule, provide timeline estimates, Manage Agile scrum ceremonies, resource requirements and detailed project plans.
- Accountable for Annual **IT Audits & Application Security** initiatives.
- Practised **Change Management** initiatives CAB Meetings & IT formulation.
- Practised **ITIL** statutory & business support SLA.
- Practised globally accepted project management technique **PMP, SAFe® Scrum Master**
- Practised **Agile & Waterfall, RAD** in application development.
- **Risk & compliance:** Timely Closure audit, risk and AppSec points within given deadlines. Create a monitoring plan for continuous development and upgrade to comply with all regulators.

SKILLS

- ✓ Business Analysis , Project Management , Program Management, Collaborative Management , User Acceptance Testing (UAT) , Issue & Problem Solution , Process Design , Scrum, Agile Coaching, Client Relationship Management , Stakeholder Management, Team Management , Scope Management , Risk Monitoring & Mitigation, CSAT Customer Satisfaction, Value propositions, Business Transformation , Software Development, Key performance indicators, Defining Requirements, Vendor Management, Strategic Vision, Revenue & Billing, Servant Leadership, Cloud, CRM, Business Consulting, Implementation Planning, Issue Management, Resource Allocation, System Development, Technical Requirements

TOOLS & TECHNOLOGY :

- **Modelling Tools:** UML, MS Visio, E-draw.
- **Project Management Tools:** JIRA, Asana, MS Projects
- **Databases Tools:** Microsoft SQL, MS-Access, Oracle.
- **Languages:** Visual Basic 6, ASP.NET, Crystal Report, Java, Web servers (IIS, Tomcat)
- **File Structure formats &** – JSON, XML, Amazon Web Services
- **API** – SOAP, REST, Payment gateway integrations
- **Salesforce Sales Cloud** – Aura, LWC, APEX, SOQL, Mulesoft Any point integration
- **Cards & Payments Certification Testing** – MasterCard, Visa, AMEX, Rupay(BOSS) Simulator
- **Cards & Payments Products** – Contact / Contactless Debit & Credit Card, QR Code, UPI, BBPS,IPG
- **Cloud** – MS Azure, Salesforce, DevOps CI-CD Pipeline,
- **Version Controlling** – Team foundation Services, Git

PRODUCT V/S PROJECT DELIVERY:

PRODUCT	CLIENTS	PROJECT DELIVERED
<ul style="list-style-type: none">• Salesforce Sales Cloud• Salesforce HealthCare Cloud	<ul style="list-style-type: none">• Bajaj Auto Finance,• Kotak Mahindra Bank• USA Pharma Clients (Confidential)	<ul style="list-style-type: none">✓ Delivered LOS -Loan Origination System✓ Salesforce Seasonal Release Changes✓ HealthCare System provide to USA Cancer Research Institutes
<ul style="list-style-type: none">• Cards & Payments	<ul style="list-style-type: none">• Bharat Petroleum – Petro Card,• Bajaj Finserv-EMI Card,• Yes Bank – Debit Card,• RBL Bank – Debit Card,• Indusind Bank – Debit Card, Payment Gateway• Federal Bank – Debit Card,• Central Bank – Debit Card,• Card Networks - MasterCard, AMEX, Visa, NPCI + Discover, JCB	<ul style="list-style-type: none">✓ Retail Point of Sale Merchant Acquiring Switch.✓ Host to Host Certifications with Card Networks.✓ Post Terminal certifications (Verifone, Ingenico, DATECS BP50, PAX)✓ Settlement Certifications✓ UPI Integrations✓ Bharat QR Code✓ Brand EMI & Credit Card EMI✓ Aadhar Enable Payments (Android PoS)✓ Petro – Fleet & Loyalty Card✓ Prepaid Cards - onGo, Patanjali Swadeshi Samruddi✓ One Nation One Card – Retail Transit
<ul style="list-style-type: none">• Currency Exchange	<ul style="list-style-type: none">• Sainsbury Bank• Barclays Bank• TESCO• Western Union	<ul style="list-style-type: none">✓ Delivered E-com currency booking portal www.travelex.co.uk & Partners banks in UK
<ul style="list-style-type: none">• Wealth Management	<ul style="list-style-type: none">• Morgan Stanley• BNP Paribas• Sharekhan.com,• DSP Merrill Lynch (Bank of America)	<ul style="list-style-type: none">✓ Delivered Stock Portfolio Management System, Trade Back office System including Billing & Call center modules.

Regards ,

Ashish Ghadi.