

Nishant Jaiswal

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IT professional with expertise in Fintech and Banking domain/products, client-site exposure (Mexico), and experience of strategizing and managing end-to-end delivery of programs/projects based on waterfall and agile (scrum) methodology

ACADEMIC QUALIFICATIONS

XLRI, Jamshedpur PGDM-General Management	2016-2017
Birla Institute of Technology (BIT MESRA), Ranchi Bachelor of Engineering	2004-2008

PROFESSIONAL EXPERIENCE

Chief Manager –UPI & Digital Channel, ICICI Bank, India	Jan 2021 – Present
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- Current profile is a mix of Project cum Product Management, which majorly involves liaising with NPCI for gathering requirements and illustrating it to tech teams for implementation through internal Application Life Cycle Management.
- UPI Numeric ID for feature phones, ATM cash withdrawal using UPI, prepaid voucher are some of the key features in the product roadmap assigned. Driving implementation of a new acquiring cloud based switch, to reduce hops in the system and improve the transactions success rate.
- Drafting Business Requirement Specifications, assigning CRs to tech team, UAT, and tracking, and liaising with auditors for adhering to the RBI compliance guidelines are the key responsibilities.

Sr. Project Manager/Scrum Master – ACI Worldwide, India	Feb 2019 – Jan 2021
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- **Managed and strategized delivery** of interrelated projects and programs for leading banks. Key products include Base24 switch, Unified Payment Framework, and Fraud and Risk Manager (PRM, a ML/AL based scoring engine).
- Managed project initiation & planning phase by gathering requirement from client, formulating solution scope document, evaluating/controlling project budget, negotiating with the client for approvals, liaising with sales team for closing the contracts, drafting and reviewing project plan, allocating resources, identifying critical activities, handling risks, and creating mitigation plan.
- Spearheaded the entire **scrum lifecycle** through **sprint planning/grooming, daily stand-up reviews, sprint retrospection** by liaising with product owner and technical team.
- Execution and monitoring phase involved tracking progress at each **milestones/sprint, reviewing JIRA reports, evaluating key performance metrics**, estimating the time to completion, resolving impediments, and creating project status reports for external stakeholders. Managed delivery by planning and creating project go-live roadmap, prioritizing deliveries based on business needs, regulations & compliance, and maintaining build/version controls.
- Project closure involved electronic delivery of the solution, conducting **sprint demos and UAT with client**, reviewing/approving invoices pertaining to billing milestones, planning production movement and project handover to support team.

Agile Project Manager – In Solutions Global, India	Sep 2017 – Jan 2019
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- Managed the **development of the product Payment Gateway as a Scrum Master**; liaised with product managers and business team to identify new segments, to evaluate pricing and positioning strategy for payment products. Captured user experience to explore new opportunities and increased transactional volume on payment platform.
- **Spearheaded sprint lifecycle** to get multiple payment options such as **UPI, Bharat QR, wallets** etc. added in the Payment Gateway as per the defined product roadmap. Bundled the product with functionality to on-board merchant aggregators; customized it as a white-label solution for other e-commerce players.
- Managed implementation of **QR (Quick response) based scan-and-pay mobile app solution**, integrated with merchant-on-boarding, settlement, reconciliation, accounting, and Fraud and Risk Management (FRM) systems for consumers as well as merchants for multiple Banks.
- Managed cross-functional teams of developer, tester, and operations resources. Created project plan, identified risks and critical activities. Conducted sprint planning and review sessions, monitored progress, and reviewed sprint reports, created status report to share across stakeholders.
- Participated in streamlining process and defining **Key Performance Indicators (KPIs)** for projects and sprints; spearheaded projects with an objective to meet the defined standards and metrics. Played key role in audits at organizational level by providing inputs, data and documents on the projects.

- Evaluated IT infra, network, and resource requirements; liaised with internal teams such as Admin, HR, and Information security to get the requirements accomplished.
- As a part of closure to a project, provided demo to client/end users, liaised with finance and collection team to initiate billing of client, coordinated with internal stakeholders and client to setup tech-support and back-office teams/processes.

Project Lead/Business Analyst/App Developer – Tata Consultancy Services, India/Mexico

July 2008 – May 2016

- Collaborated multifaceted coordination among culturally diverse stakeholders comprising of technical teams, client, and 3rd party vendor) for streamlining requirements for internet enabled business of client.
- Managed project involving integration of offering by Servicing Management Default Underwriter module with the legacy remedial programs offered to borrowers at the verge of default.
- Implemented projects on replacing incompatible frameworks in internal applications; presented demos to higher management and sought their approvals, resulting in saving of \$0.5 million per annum.
- Managed project on foreclosure modules related to regulations in Real Estate Settlement and Procedure Act, and sub sequent modifications in modules such as Truth in Lending, Good Faith Estimate of settlement cost etc.
- **Created and assigned tasks/subtasks in JIRA**, allocated resources, monitored progress, and escalated in case of variance in schedule or cost. Managed budget, costs, schedule, billing of resources, and timesheet compliance.
- Developed user stories in JIRA/RTC, created use case diagrams; facilitated design review with stakeholders (Product Owner/ Scrum Master) for seeking inputs on feasibility and constraints.
- Formulated business concepts for developing mortgage assistance tools; conducted analysis on financial parameters in real estate lending business. Identified redundant features in the mortgage applications; analysed scopes, efforts and resources required for restructuring the application.
- Led the development of applications related to origination and servicing of loans in mortgage business, **incorporating agile methodology (Scrum)**.
- Collaborated with testing teams in facilitating white-box testing, SIT, UAT etc. Conceptualized different phases of Software Development Life Cycle (SDLC).

AWARDS & ACHIEVEMENTS

Achievements

- Received TCS Gems- ‘Star of the Month’ award (4 times) for contributing beyond project requirements
- Certificate in Network Management: by XLRI Jamshedpur (May-June 2006)
- Certificate of Successful Participation: Science Olympiad Foundation (Jan 2000)

ADDITIONAL INFORMATION

Focused Courses at PGDM, XLRI

- Financial Management
- Strategic Management
- Strategic Cost Management
- Capital Expenditure Planning & Control
- Managing Innovation
- Marketing Management
- Project Planning and Control
- Supply Chain Analytics
- Foundations of Management Consulting Practices
- Big Data Analytics, Business Intelligence and Data Mining

Major Projects in PGDM, XLRI

- CAPEX: Designed a proposal to raise debt for establishing airport in Jamshedpur.
- Management Consulting: Marketing strategy to increase turn-around for a café restaurant in the city.
- Marketing Management: Market analysis and brand performance evaluation for a smart watch brand.

Tools, Technology and Frameworks

- Microsoft Office- Advanced Excel, MS Project, HP-QC 10, JIRA, Confluence, DBMS, SQL, C/C++, Java Core/J2EE, Python (Numpy, Pandas, Matplotlib, Seaborn, Scikit-learn library)

Existing Visa

- Business cum Tourist Visa (B1/B2) USA

Interests

- Playing basketball, swimming, jogging, fishkeeping, painting and sketching
- Data Science, Artificial Intelligence, Machine Learning, and Block-chain