**Sayan Mitra**

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**Experience Summary**

* Certified Scrum Master [CSM®] , [PRINCE2 Agile® Foundation](https://www.theknowledgeacademy.com/in/courses/prince2-training/prince2-training/), ITIL® 4 Foundation certified professional with atotal experience of 11 years
* Experience working on Agile methodology for more than 5+ years with a proven history of successful work as Scrum Master with cross functional teams
* Global experience managing Software Implementation, Maintenance and Support projects across Investment Banking and Retail Banking domains with clients in APAC, EMEA and US markets with high customer satisfaction
* Proven expertise in the Eagle PACE/STAR product suite which is used for Data Management, Performance Reporting and Information Delivery across the globe
* Strong knowledge in Solution Delivery along with support activities for the Flexcube Retail Banking product
* Solid understanding of SSC DataGX® services along with designing and implementing solutions for clients across North America and the EMEA region
* Lead and managed project teams throughout the project lifecycle, providing support and guidance on technical and project-related issues
* Designed and implemented RPA solutions using the Blue Prism tool to automate repetitive tasks and Business processes

**Industry Certifications**

* [**PRINCE2 Agile® Foundation**](https://www.theknowledgeacademy.com/in/courses/prince2-training/prince2-training/)

Issued by: AXELOS Global Best Practice

* **ITIL® 4 Foundation**

Issued by: AXELOS Global Best Practice

* **Certified Scrum Master [CSM®]**

Issued by: Scrum Alliance

* **Microsoft Azure [AZ 900] Fundamentals**

Issued by: Microsoft

* **Oracle Cloud Infrastructure Foundations 2020 Certified Associate**

Issued by: Oracle

**Technical Skills**

RDBMS Oracle 11g, MS SQL Server 2008 R2

Languages Java, SQL, PL/SQL, VB, .Net, C, C++, Perl Script, Java Script

Tools & Utilities VSS, Autosys, PL/SQL Developer, FileZilla, WinSCP, Putty, Eclipse IDE, SQL Navigator, TFS, Microsoft Visual Studio, Crystal Reports, Active Reports, SSRS, Jira, Jive, Confluence, IBM RTC, Rally, ServiceNow

RPA Blue Prism 5.0, Blue Prism 6.4

Cloud Microsoft Azure, Oracle Cloud

OS Windows, Linux, UNIX

**Professional Experience**

**State Street Corporate Services Mumbai Private Limited, Hyderabad**

**Manager**

**DataGX® - Development**

**September, 2019 - Present**

DataGX®, is an end-to-end data management ETL solution that includes data quality, data governance, data security, and aggregation of an investment firm’s entire financial data universe

* Managed a team of 10 team members using Agile Methodology across 3 different Agile rooms across the North America and EMEA regions
* Implemented solutions using DataGX® and contributed to the team deliverables with hands-on-software development, code reviews and RCA for support issues
* Responsible for managing all aspects of the end-to-end release process for DataGX®, Change Management, Incident/Problem Management
* Developed framework for Production Support 24x7 and managed the support shift and cover rotations, including out of office hours
* Facilitated Scrum Ceremonies for the team – Daily Standup to track progress and remove any impediments
* Worked with Senior Management to define/track road-maps for client implementations with weekly status reporting to Executive Management
* Participated in the hiring process of team members and worked closely with all direct reports to develop their skills both individually and as a team

**The Bank of New York Mellon India, Pune**

**Lead Manager, Application Development**

**Eagle Managed Services (EMS) – Business and Technology Solutions**

**September, 2017 – August, 2019**

Eagle PACE/STAR is an ETL application is used to provide portfolio management, data management, investment accounting and performance measurement solutions to financial institutions. The Eagle Managed Services group is responsible to provide operational experience and technology expertise to integrate, validate and enrich the data supplied to its clients across US, EMEA and APAC regions through the Accounting and Data Warehousing solution

* Managed a team of 12 members using Agile Methodology for software implementation, maintenance and production support 24x7
* Acted as Scrum Master- plan and facilitate all scrum ceremonies (Sprint Planning, Daily Standup, Sprint Retrospective)
* Maintained team metrics and reported project statuses on a regular basis to the Product Owners and senior stakeholders
* Played a lead role in overall release management process ensuring SDLC artifact adherence, runbook coordination ,deployment support, Change Management and Incident/Problem Management
* Responsible for performance evaluation, training & feedback and interview & hiring of workforce in multiple locations
* Assisted in defining the RPA CoE structure and architecting RPA solutions to accelerate Business processes
* Guided the team to build end to end automated solutions for clients using Blue Prism as per requirement which involves feasibility study, designing architecture, development, testing and deployment of automation

**The Bank of New York Mellon India, Pune**

**Lead Developer**

**Eagle Managed Services (EMS) – Business and Technology Solutions**

**October, 2015 – September, 2017**

* Lead a team of 4 members comprising of both Senior and Junior Developers
* Work as a mentor to the new joiners and provide training and KT sessions to them
* Work as Developer and balance with duties of Production Support to provide coverage during non-business hours
* Work with Eagle GPS to implement the Eagle suite of products for clients
* Worked on several PACE Advanced, OLAP reports and assisted in customizing the PERL scripts for pre-processing of incoming data files

**The Bank of New York Mellon India, Pune**

**Senior Developer**

**Eagle Managed Services (EMS) – Business and Technology Solutions**

**March, 2013 – October, 2015**

* Requirement Analysis and Estimation for development
* Development of various interfaces ( Message Center, Web Panels, Exporters, Uploaders)
* Prepare Design document and System Use Cases
* Create the physical database and storage structures, schema objects, such as tables and indexes defined as in the Design Specifications
* Provide 24 x 7 production support for the application issues
* Do the code review for peers and juniors
* Visited the US BNY offices and also provided training to the clients for the Eagle Message Center tool

**Oracle Financial Services Software Limited, Pune**

**Staff Consultant**

**Flexcube Retail Consulting**

**March, 2010- March 2013**

* Customization and enhancement of the Flexcube application v1.x and v2.x
* To support global banks IT-Team , operational staff and assist in issue resolution to ensure accuracy of output for business
* Work with other support groups to reproduce production problems and identify gaps in regression test suite
* Support Solution Integration Testing, User Acceptance Testing, Live Issues and providing timely resolutions to problems encountered
* Manage the build and packaging, administer version control of the code
* Handle delivery package creation and release note documentation for completing the planned releases into Production

**Academic Qualifications**

* B.E. (Mechanical) – MIET, Gondia [Nagpur University] – 2009
* Executive MBA (Finance) – SCMHRD, Pune [Symbiosis International University] – 2016

**Visa Status :** US B1 Visa valid until 2023