Harsh Agarwal

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Roles Performed

- *Program Delivery Leadership*
- *Enterprise Solution Architect*
- *Product SME*
- *People Mentor*

Recently Used Technical Skills

- *Microservices architecture*
- *J2EE, Spring, Kafka, Storm, Python*
- *Apache, JBoss, MySQL, Hbase*
- *AWS, Gitlab, Git Flow, CI/CD*

Major Business Domain Areas

- *Indirect Tax – GST*
- *e-Governance*
- *Telecom O/BSS*

Key Certifications

- *SAFe Agilist (#126719-6430)*
- *PSM-I (#546963)*
- *PMP (#1655887)*
- *ITIL v3 Foundation (2010)*

Education

B.E (Computer Technology)
Nagpur University, 2002

Employment History

To The New
Asst. Vice President – Technology | Jun-22

Goods & Services Tax Network
Asst. Vice President | Aug-16 to Jun-22

Aricent Technologies
Sr. Project Manager | Jan-12 to Jun-16

HCL Technologies
Assoc Project Manager | Jun-10 to Jan-12

Tata Consultancy Services
IT Analyst | Sep-03 to Jun-10

SOWSIA India
Developer | Dec-02 to Sep-03

Oasis Software
Developer | Jan-02 to Dec-02

Innovative, forward-thinking executive offering over 20 years of experience in various leadership roles in the areas of Information Technology & consulting. Hands-on, successful Software Engineer with verifiable success leading teams in delivering enterprise technology solutions like GST System Implementation, Passport Seva, Integrated Telecom OSS/BSS Solution and Business Process Re-engineering. Innovative change agent with a unique mix of delivery leadership and deep technical expertise.

Presently working as Asst. Vice President (Technology) with To The New (TTN), leading cross vertical technical teams. Below are my KRAs at TTN:

- Technical leadership – Solution, Architecture & Troubleshooting, for critical & top revenue accounts
- Hands-on feasibility, PoC & development – created an IP to replace commercial Imaging Service, saving USD ~2.4M annually per customer
- Business Development – writing technical proposals, RFPs
- Process Mentorship – creating, implementing & standardizing Project & Change Management processes across SDLC for key accounts
- People Coach – enabling people in skill development & career progression

The following is a synopsis from the previous experience –

Solution Architect –

- Design, development & operation of GST Refund Processing & disbursement integration API ecosystem, handling claims worth INR 1.5Lakh Cr per year
- Architecting the API workflow ecosystem used by State tax departments & CBIC to integrate with the GST System
- Architecture, development and operation of unified GST Processing System used by officers across 33 States
- Active participation with SMEs in assessing technical impact of changes in GST policies & rules, devising solutions for escalated problems
- Application design & deployment for Passport Seva, a major e-governance transformation undertaken first time in India
- Application Design for business re-engineering, improving existing business process to create a student centric assessment system for Victorian Curriculum Authority

Program Delivery Leadership –

- Led large development teams and anchor techno-functional domain for GST Refunds, Unified Processing System, and Government APIs
- Have worked closely with government departments, States, GSTN leadership & development partners during GST Refund implementation
- Successfully led delivery & P&L ownership for Telecom OSS/BSS Program worth USD 4.5M ACV in Aricent
- Scaled to 5/5 CSAT from 3/5 in 18 months for Telecom OSS/BSS Program
- Project Managed $3M Norton e-Marketplace solution from inception to support with short turnaround of 14 months in HCL
- Led DC deployment, and operation, of Passport Seva Application; worked with agencies like STQC for User Acceptance
- Enabling & Supporting Sales in New Business Opportunities
- Executed "Seeding & Mentor" program for team development
- Stakeholder & Vendor Management at Aricent with Client team, Oracle, IBM for Vodafone M2M program

Key Roles & Engagements

Solution Architecture & Application Delivery Leadership – GST System | GSTN

Objective	GST System is largest indirect tax transformation in India, biggest open-source technology stack program in government space. It is world's most complex taxation implementation in terms of volume and capabilities like API integration with ecosystem for transactions/data exchange.

Contribution
- Robust architecture for API Platform to integrate with 50+ external systems including govt. agencies and private entities
- Architecture for unified back-end platform used by tax officers across 29 states for processing of applications and performing various statutory functions
- Defined post go-live application maintenance SLAs for the MSP
- Interfacing with business stakeholder – internal and government officers, for optimization of business processes

Technology   Spring, Hibernate, Kafka, Spark, Strom, Hadoop, Hbase, MySQL

Program Manager – Telecom OSS/BSS Solution | Aricent

Objective   To develop, enhance/transform/migrate & maintain integrated BSS & analytics solution for the customer

Contribution
- Led solution delivery for complete program having $ 4.5M ACV with 47 membered cross-shore team
- Transformed project execution to SCRUM based continuous delivery model
- Recognized for containing churn by implementing innovative "Skill Seeding" program towards people growth
- Achieved 5/5 CSAT, from 3/5, within 18 months in 2016
- Productization of custom application for launch in newer geographies
- Added USD 1.3M to business vertical as new business in 2014-15

Technology   J2EE, Weblogic & JBoss AS, ESB, Oracle BRM, Salesforce, JConsole, JMeter, SOAPUI

Solution Architect & Lead Engineer – Passport Seva | TCS

Objective   Build an integrated Passport application, processing and dispatch system.

Contribution
- Requirement analysis, PoC & proposal during conception phase
- Key role in finalization of solution with govt. stakeholders and vendors
- Planning DC/DRC setup & its execution with multiple teams
- Design of interoperable API Gateway framework for integrating multiple agencies with Passport Seva platform
- Performance tuning – thread/heap monitoring, analysis & app tuning
- Closely worked with STQC for certification of solution design of application
- Participated in ITIL based service desk setup process
- Server & Application monitoring & managing post production support at NOC
- Team size – 36 engineers

Technology   J2EE, WebSphere Portal, Application Server & Process Server, DB2 9.1/9.5, AIX/LINUX, CAS, SVN, ANT, JConsole, VisualVM, Bugzilla, MS Project

Technical Architect – Process Re-engineering of Assessment Processing System, Melbourne | TCS

Objective	To re-engineer existing assessment system to optimize the business processes and revamp technology

Contribution

- Due diligence & estimation for re-engineering legacy application
- Focused workshops with customer, defining scope statement & detailed user stories. Prototyping and PoC for early feedback
- Led business process re-engineering & data structure optimization
- Built new reporting framework to integrate multiple data sources, provide student centric view at various stakeholder levels
- Working with different government vendors of key system for integration with, or migration to, new system
- Offsite coordination – ensure communication compliance, work distribution & issue resolution
- Quality Assurance & Process Compliance

Technology   Java Spring, Hibernate, SAS 9i, Oracle 10g