

Ashish N. Mandhare

Result-oriented professional targeting Senior-level leadership roles with an organization of repute in the **Project Management & Business Analysis**; preferably in **Mumbai, Mumbai Suburban, Navi Mumbai and Thane**

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CORE COMPETENCIES



Project Delivery Life Cycle
Project Planning, Scheduling,
Monitoring & Control
Requirements Gathering & Business
Analysis, Effort Estimation
Quality Assurance and Control
Project Management & Business Analysis
Business Continuity & Risk Management
Team Building & Leadership



EDUCATION

- ❖ Master of Business Administration (MBA) in Information Systems
- ❖ Bachelor of Science in Information Technology (B.Sc.) from Mumbai University
- ❖ Diploma in Computer Technology from Maharashtra State Board of Technical Education



PERSONAL DETAILS

Date of Birth: 25th March 1984

Languages Known: English, Hindi, Marathi

Permanent Address:
Sai-Swar CHS, E-202, Sector 2, Kharghar,
Navi Mumbai - 410210



PROFILE SUMMARY

- ❖ Nearly 16 years of experience in Project scoping, estimation, planning, Risk management & Quality management, Business Analysis and so on
- ❖ Notable Projects include Digital Banking, Net Banking, Payment Gateway, Credit Cards, Online Merchant Payment Collection, Travel Portals and Corporate Websites
- ❖ Highly skilled in implementing latest Project Management principles, managing project staff, controlling P&L of all projects and delivering projects as per standards of quality, schedule & cost
- ❖ Efficient in mapping requirements of clients as well as multiple stakeholders, documenting RFPs and RFIs, translating the requirements into Business Requirement Documents (BRD), Functional Requirement Documents (FRD), Technical solution; effective in developing, transitioning and customizing processes in line with specified guidelines
- ❖ Capable of independently leading various projects and ensuring timely completion of the same; ensured smooth project implementation and product go-live support
- ❖ Rich Onsite & Offsite experience in Design, Development, Testing and implementation of applications for various clients
- ❖ Front-led Migration and Upgrade projects
- ❖ Sound understanding of latest concepts, practices and procedures of Project management
- ❖ Proficient in driving end-to-end execution of the Solution Identification exercise, involving direct interaction with business users, requirement analysis, development of workflow solution, preparation of SOW, solution customization, configuration & implementation and end-user training
- ❖ An effective leader & multi-tasker with strong business acumen and excellent leadership, analytical, problem-solving and analytical skills



CAREER TIMELINE

Since
Jan'23

IndusInd Bank Limited | Assistant Vice President

Jun'18-
Jan'23

Kotak Mahindra Bank | Senior Manager

May'15-
Jun'18

HDFC Bank Limited | Manager

Jul'11-
May'15

Panoramic Universal Limited | Deputy Manager

Sep'08-
Jul'11

Tata Consultancy Services | Senior Process Associate

Aug'07-
Sep'08

NIIT Limited | Faculty & Tech Infra Administrator /
Machine Room Coordinator

WORK EXPERIENCE

Since Jan'23 | IndusInd Bank Limited | Assistant Vice President

Key Result Areas:

- ❖ Performs Review, Analysis and Evaluation of Business and User Requirements for Credit Cards projects
- ❖ Documentation of Detailed Business Requirements and Evaluation of potential solutions
- ❖ Review of all design solutions for accuracy and adherence to Business Requirements
- ❖ Partner with Internal Stakeholders (Risk, Legal, Compliance, Operations, IT Security) and External Vendors/Partners to develop necessary analysis and documentation
- ❖ Create and Implement detailed Project management plans for every project, with attention to transparent communication at all levels
- ❖ Takes responsibility for adhering to project plans ensuring that project deliverables are completed on time
- ❖ Interaction and Negotiation with Partners on Efforts and Timelines
- ❖ Perform, evaluate and communicate thorough quality assurance at every stage of systems development
- ❖ Involved in all phases of the Project Life Cycle of a system including aspects such as Analysis, Designing, System Testing, Debugging and Reviewing
- ❖ Determine and develop user requirements for systems in production to ensure maximum usability
- ❖ Delivery of Monthly Status Reports to all stake holders
- ❖ Explore to increase effectiveness through Technology, Strategy and Analytic solutions

PREVIOUS EXPERIENCE

Jun'18 to Jan'23 | Kotak Mahindra Bank | Senior Manager

Key Result Areas:

- ❖ Analyzing Business requirements and preparing Business Requirement Documents, Functional Specification Documents for Net Banking projects
- ❖ Acquiring requirement engineering, SDLC with effective implementation of Service Support
- ❖ Coordinating with multiple user teams to discuss system / process related concerns and map Business needs / Project objectives to functional system requirements with reference to various project related documents
- ❖ Preparing project plans covering various project aspects essential for smooth implementation of projects
- ❖ Managing the Project schedule, Resources, Project milestones and Communication to stakeholders
- ❖ Performing Test plans/Test Cases and conducting functional testing of the system while ensuring it meets the user specifications in given timelines
- ❖ Interacting with Business teams, Technology groups and Vendors in an effective manner
- ❖ Spearheading execution of major signature programs from the stage of inception till deployment and Providing post implementation support to end users
- ❖ Managing project life cycle entailing RFQ/RFI, RFP response, proposal defense, project estimation, requirements gathering, gap analysis, business process re-engineering, issue resolution & post implementation support
- ❖ Developing project baseline schedules including resource schedules, work breakdown structure, execution methodologies, milestones, budgets & workforce requirements
- ❖ Conducting forecasting and costing for new Projects and Business; securing project funds and manpower involving long-term ROI analysis
- ❖ Tracking project key objectives, critical path milestones and overall project status; initiating actions to identify and resolve project problems/issues
- ❖ Driving end-to-end development of solutions from stage of conceptualization to realization involving close interaction with stakeholders at CXO level
- ❖ Establishing and implementing architectural framework across all stages of application commissioning (POC, UAT, Staging and Production)
- ❖ Ensuring that best practices for coding, architecture & security are employed
- ❖ Rendering post-implementation, application maintenance and enhancement support; ensuring all solutions are scalable, extensible & available from architecture stand point
- ❖ Leading a technically strong & highly motivated workforce; facilitating career development program

May'15 to Jun'18 | HDFC Bank Limited | Manager

- ❖ Application Owner for Net Banking, Payment Gateway, Online Merchant Payments and Government Direct Payment Projects
- ❖ Collaborated with different teams to discuss business needs, project related concerns, project objectives and translate them into functional requirements
- ❖ Single point of contact to all Project Stakeholders & provided executive updates related to Project developments, Project risks & deviations if any
- ❖ Prepared project plans covering various project aspects and details of planned and actual timelines
- ❖ Reviewed Test Cases / Test Results for team and participated in User Acceptance Testing and Functionality Testing

- ❖ Handled issues / escalations pertaining to Systems / Projects / Clients / Vendors and managed them

Jul'11 to May'15 | Panoramic Universal Limited | Deputy Manager

- ❖ Responsible for preparing functional requirements and specifications for websites projects and ensured content workflow
- ❖ Ensured Web content is appropriate, Timely updated and accurate, Edit/Audit the content
- ❖ Coordinate with Management teams / Head of different Business units and other regional offices to manage website content workflow
- ❖ Administrate daily activities of website development process from conceptualization to implementation and ensured timely delivery of web projects. Also assisted in performing front and back-end development processes
- ❖ Coordinate with cross-departmental teams and develop strategies/schedules for web projects to ensure strict compliance of web standards
- ❖ Perform quality assurance testing and validation to ensure correct visibility of website content. Ensured good customer experience involving website load time, usability of the pages and forms
- ❖ Responsible for update/maintenance of website content and implementing website redesigns. Maintain a consistent appearance and texture throughout all websites
- ❖ Copyedit and proofread all web content. Analyze the website content to ensure that information is accurate, accessible and user-friendly. Assure web-based information is archived for future needs and reference

Sep'08 to Jul'11 | Tata Consultancy Services | Senior Process Associate

- ❖ Created, Updated and maintained web content on the Portal through customized solution
- ❖ Analyzed and raised requests for enhancement of the Portal
- ❖ Handled and maintained Helpdesk requests/Incidents and provided support for clients Portals
- ❖ Setting access permissions for Portal users
- ❖ Created and maintained Web Portal Reports / Statistics, Quality / Audit Reports
- ❖ Root Cause Analysis for major Incidents
- ❖ Training and development programs for new employees
- ❖ Handled off business hours for high priority requests
- ❖ Maintained the Quality management records of projects

Aug'07 to Sep'08 | NIIT Limited | Faculty & Tech Infra Administrator, Machine Room Coordinator

- ❖ Conducted Technical batches of programming languages
- ❖ Researched and reviewed new teaching material and technologies
- ❖ Excellent communication and presentation/teaching skills
- ❖ Possess good management and monitoring skills
- ❖ Excellent skills of coordination with students, faculty and administration
- ❖ Effectively communicate and interact with all students and faculty to provide an effective educational environment
- ❖ Tech Infra Administrator for the branch and maintained Software/Hardware configuration and Network activities for the branch



ANNEXURE

Project Details:

Kotak Mahindra Bank

Projects: Digital Banking Domain / Net Banking

- ❖ Revamp of Kotak Net Banking Portal - Kotak NB 2.0
- ❖ Finacle Version Upgrade for Kotak Net banking
- ❖ Conducted Online Customer Profile Update on Internet Banking
- ❖ Allowed Premature withdrawal of Fixed and Recurring Deposits for Either/Survivor and Minor-Guardian relationship customers from Net Banking
- ❖ Deployed Search Engine in Net banking
- ❖ Linked and Delinked Term Deposits to Accounts
- ❖ Allowed NEFT and RTGS Fund Transfer transactions on 24*7 basis
- ❖ Updated the Maturity instructions for Deposits in Auto renewal process

HDFC Bank Limited

Projects: Net Banking, Payment Gateway and Online Merchant Payment Collection

- ❖ Integrated clients on HDFC's Net Banking Direct Payment Gateway API's for various merchants (IRCTC, Amazon, Flipkart, Bill Desk, CCAvenue, Reliance, Make My Trip, Yatra, Sharekhan and so on)
- ❖ Introduced Checksum & Security features in Online transactions
- ❖ Enriched the features set of Online Direct Payment Transactions via offering Verification & Dynamic URL's as per client's needs
- ❖ Provided options to Merchant to Initiate Online Refund using Web-service
- ❖ Created options for Merchants to download reconciliation file basis the Merchant Date / Calendar Date / Value Date
- ❖ Allowed Online Payments during Core Banking Cut-off activities

Panoramic Universal Limited

Projects: Travel Portals and Corporate Websites

Tata Consultancy Services

Projects: Client Portals and Public Websites
