SAJID KHAN

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Objective

Lead agile teams to develop IT applications and scalable solutions that meet customer's expections.

Career Highlights

- 25 years+ experience in planning, developing and delivering applications that suite to the business needs.
- SAFe Agile professional with proven track of leading teams to effectiveness while improving efficiencies.
- Experience in planning IT infrastructure and software development through iterative evolutions.
- Extensive experience in coordination of user acceptance testing and quality assurance activities.
- Proven track of continuous process improvement and automation activities.
- Understand cloud computing principles and design considerations.
- Well versed in managing application risks and cybersecurity challenges.
- Ability to support multiple simultaneous projects in a matrix organizational structure.
- Collaborated closely with clients/business/vendors as SME to effectively create progressive data models, work processes and campaign solutions using Information Technology (IT) best practices.
- Acted as a thought- leader in implementing project management methodology including Agile/Waterfall and Scrum, as well as ITSM/ITIL framework.
- Hold extensive experience in software development, operational enhancements and resource management combined with distinctive ability to engineer novel solutions that produce successful business results.

Awards & Recognitions

- 2015 - Deliver Excellence, Value Our People - Digital and RCS Reward & Recognition Program - TIAA
- 2017 - Put the Customer First - Digital and RCS Reward & Recognition Program - TIAA
- 2017 - TFI Lynchpin Winner - Operate as One Team – RIPG Reward & Recognition - TIAA
- 2018 - Deliver Excellence - Enterprise Continuous Improvement Reward & Recognition Program - TIAA

Technical background/Expertise

Dev/ Tools	JIRA | JIRA Align | TasktopViz | Clarity | Java | .NET | XML | HTML | VBScript | JavaScript | VBA/Access | Autosys | MS Project
ETL	Datastage | Informatica | SQL SSIS | MS Excel
Reporting/ Analytics	Tableau | Adobe Analytics | SAS | SQL SSRS | Essbase Analytics | Actuate | Crystal Report | Business Objects/OBIEE | MS Excel
Databases	SQL Server | Oracle | Sybase | UDB/DB2/400
Operating Systems	MS Windows | UNIX | Android

Education

Academic	Bachelor in Science | Master Certificate in Project Management One-Year Associate Diploma in Computer Science
Project Management	Professional Scrum Foundations | Managing IT Projects | System Integration Project Management | Project Leadership, Management and Communications | Scheduling and Cost Control | IT Risk Management | Quality for Project Managers
Technical:	Cloud Computing AWS/Azure | Datastage Developer | Informatica Developer | Actuate Developer | BASE SAS

Certifications

- Lean Portfolio Management (LPM)
- Project Management Professional (PMP)
- Six Sigma White Belt
- AWS Certified Cloud Practitioner (CCP)
- Microsoft Certified Solution Developer (MCSD)/Microsoft Certified Professional (MCP)

Employment History

Employer: TIAA   **03/2020 – Present**
Manager/Lead Program Manager - IT, Charlotte- NC

- Working to support various IT Products and Application Portfolio.
- One of the key products I am supporting includes Enterprise Payments where team is developing various payments processing capabilities for Bank, IRA, Brokerage, and Immediate Annuities products.
- Responsible for managing and reporting health of Cyber Security initiatives across 4 ARTS and 13 teams within Money Movement space.
- Responsibilities include running daily standup calls, PI planning, Capacity planning, Cost planning/management, Retrospective, Risk Management, Scrum of scrum and Release planning.
- Experience in improving stories cycle time and delivery velocity for various teams.
- Worked in implementing BDD and TDD approaches across 5 teams within 2 ARTS.
- Working closing with Product Manager and Product Owner to help prioritize Epics and Capabilities for project delivery that meets company growth objectives related to Money movement.
- Manage QA team and planned IP sprint actives for testing automation
- Involve with scheduling releases with payment processing vendors e.g. GIACT, FISERV.

Tools used: JIRA, JIRA Align, TaskTop Viz, Clarity, Java, Tableau, Splunk, Oracle, GENTRAN, MQFTE.

Employer: TIAA   **02/2012 – 03/2020**
Application Development Manager/Tech Lead, Charlotte- NC

- Supported Education Saving/529 Plan business products and IT application portfolio as an SME.
- Responsibilities include:
  - Identify application and reporting/analytics needs and manage development.
  - Manage reporting activities related to Plan conversion and de-conversion. Identify data requirements with vendor and review data quality standards for each of process needs.
  - Manage activities related to production update, data security and application risk management for LOB.
  - Outline technology roadmap for the platform and discuss actionable cost saving insights/opportunities.
  - Partner with and manage internal/cross functional IT teams to manage software development activities.
- Completed projects:
  - Report Automation, DataMart and Tableau dashboard development (in-progress)
  - Development of data processing module for Children Savings Accounts that will be supported by an external vendor (in-progress)
  - Database environment upgrade/migration to TIAA Private Cloud - C3 (in-progress)
  - Process design for various online marketing campaigns, match back processing and campaign measurement/tracking.
  - Sunset and convert Essbase Analytics reporting into SQL DataMart and Tableau dashboards.
  - Deployment of various data extracts for ODS to support MyTIAA.org functions.

Tools used: SQL Server, Java, Tableau, OBIEE, Datastage, Sales Force, Siebel, Adobe Analytics, Avaya, ATOM, WebLogic, Clarity, Gomez, Splunk, Oracle, Visual basic/.NET, SFTP, GENTRAN, MQFTE, Java, MS Project.

Employer: TIAA-CREF   04/2004 – 03/2012
Sr. Technical Analyst, Charlotte- NC

- Worked as a Tech lead/developer to support development of various ETL jobs and report processing. Major responsibilities included:
    - Established processes to gather and manage file transfer from/to various vendors.
    - Worked with RK vendor to identify reporting needs and to review quality standard.
    - Extensively worked with various business partners to manage data processing from marketing campaigns and to measure customer success/outcome.
    - Developed various reporting applications to generate on demand reporting.

    Tools used: SQL Server, Informatica, Oracle, Crystal Reports, .NET, SFTP, GENTRAN, Java, MS Project.

Employer: American Solution Inc.   04/2002 - 12/2003
Sr. Consultant (Client: TIAA-CREF), Charlotte-NC

- Worked as a consultant with TIAA-CREF on various IT projects including various reporting projects and data automations. Major responsibilities included:
    - Planning and designing application and database using available tools and technologies.
    - Writing various SQL stored procedures to support data manipulation and reporting.
    - Setting up various schedule jobs to automatic data processing.
    - Involved in setting up various encrypted file transfers using FTP.

    Tools used: Visual basic, SQL Server, Crystal Reports, JavaScript, FTB, MS Project.

Employer: American Solution Inc.   02/2002 - 04/2002
Sr. Consultant (Client: Prime Associates), New Jersey

- **Bank Secrecy Act (BSA) Compliance/OFAC Reporting**: Aided in developing a new reporting module for the Bank Secrecy Act (BSA) and Compliance/OFAC Reporting system. Major responsibilities included:
    - Working as a programmer analyst for the reporting project.
    - Developing various stored procedures to generate required data sets for the reporting need.
    - Use Crystal Reports 8.5 to generate various Analytic reports as per BSA reporting need.

    Tools used: SQL Server 2000, Crystal Reports 8.5, Windows NT

Employer: Kasadel Inc.   07/2001- 02/2002
Sr. Consultant (Client: KeySoft Inc., New York)

- **Remittance Booster System (RBS):** This application was designed and developed specially for foreign banks to provide better and faster services to their customers for money remittance and to keep track of remittance records. Major responsibilities included:
    - Involving in the requirement study, design and implementation.
    - Designing and normalizing databases, developing SQL scripts and processes, coding various ETL processes and setting up scheduled jobs using SQL Server.
    - Designing and coding a module to provide a third party OFAC (Overseas foreign assets control) filtration system using SWIFT standards (MT-100).

    Tools used: SQL Server 2000, Crystal Reports 8, MS .NET, VB.NET, Windows NT

Employer: Kasadel Inc.   11/1999- 06/2001
Sr. Consultant (Client: MSC Industrial Supply Co. New York)

- **Decision Support System (DSS): D**eveloped to provide comprehensive financial and statistical reports to the higher management for decision support. Major responsibilities included:
    - Involving in the requirement study, database design, and normalization/de-normalization of DSS database.
    - Developed and scheduled ETL processes using SQL Server to transfer data from SMART tool to DSS database.

- o Designing and developing reports using MS Visual Basic, Access, Crystal Reports and Cognos to meet the requirements of various end-users.
- o Designing and developing custom add-Ins for Excel using Visual Basic 6.0 to generate on demand statistical reports. Responsible for maintenance of the DSS system.

Tools used: SQL Server 7.0, Visual Basic 6.0, Access-2000, Visual FoxPro, Crystal Reports, Cognos, Excel, AS/400

Employer: Avesta Computer Services.   **02/1999 – 11/1999**
Consultant (Client: Cross Country Bank), Delaware

- • **Applied Card Systems:** Make modifications on the existing legacy system and to generate reports as per the client requirements. Major responsibilities included:
  - o Involved in the modifications of existing client/server application and reports using Visual Basic, COM/DCOM and AS/400. Used various tools to develop scheduled jobs to generate/process reports for business needs.
  - o Built a daily accounts expense entry system in Visual Basic 6.0 and SQL Server 7.0.

Tools used: Visual Basic 6.0, SQL Server 7.0, RPG/400, Query/400, SQL/400, OS/400, AS/400