

Professional Summary

Accomplished technology leader with over 17 years of experience in project management, product design, and team leadership within the Banking, Financial Services & Insurance (BFSI) sector. Specialized in architecting and delivering enterprise-scale solutions using Java, Spring Boot, and event-driven microservices. Proven expertise in agile and SAFE environments, cross-functional team management, and end-to-end software migrations. Demonstrated success in payment systems, enterprise application integration, and regulatory compliance, leveraging strong analytical and problem-solving skills to deliver high-quality, production-ready solutions that optimize operational efficiency.

Professional Experience

Application Manager · Citi NAM Appian ITeSS Platform

Irving, TX · Jul 2024 - Present

- Oversaw architecture reviews and solution development for business process management and workflow automation on the Citi NAM Appian ITeSS Platform.
- Coached and mentored ITeSS power users in use case development and implementation.
- Implemented ITeSS processes and procedures across North America, driving operational improvements.
- Identified and grouped remediation processes to support cross-functional teams.
- Collaborated with leadership to enhance team functionality and operational efficiency.
- Managed end-of-product support teams, ensuring seamless daily operations.
- Supported proof-of-concept development and design implementation for ITeSS initiatives.
- Ensured application design compliance with enterprise architecture standards.
- Contributed to system architecture and technical designs, consistently exceeding business requirements.
- Utilized Git and Bitbucket for version control and code reviews, maintaining high collaboration and quality standards.

Program Lead · Citi NAM Safety and Soundness Team

Irving, TX · 2020 - 2024

- Directed the Safety and Soundness team, providing leadership and coaching to software engineers on complex projects.
- Oversaw budgeting, tactical operations, and execution of NAM migration projects, ensuring timely delivery and process optimization.
- Managed multiple teams to complete software upgrades and migrations, fostering collaboration across application, system admin, and product teams.
- Defined strategic plans and roadmaps for the Safety and Soundness team, aligning with organizational goals.
- Led end-of-product support teams and North America App Managers for key initiatives.
- Provided technical support to resolve upgrade issues and ensured adherence to architecture blueprints.
- Delivered scalable solutions that enhanced user experience and addressed complex business challenges.
- Contributed to system architecture and technical designs, surpassing business requirements.
- Utilized Git and Bitbucket for version control and code reviews, ensuring high-quality deliverables.
- Delivered production-ready code within Scrum environments, consistently meeting deadlines.

Senior EDI Application Specialist · Electronic Data Interchange

Skills

Tools & Technologies

Jenkins
Git
BitBucket
Jira
REST API
Oracle
Star Team
Microsoft Visio
Supervised Learning
Unsupervised Learning
Model Evaluation
Exploratory Data Analysis (EDA)
Feature Engineering
Convolutional Neural Networks (CNNs)
Recurrent Neural Networks (RNNs)
Transformers
Natural Language Processing (NLP)

Programming Languages

Core Java
Python

Frameworks & Libraries

Spring Boot
Spring MVC

Others

TIBCO Suite of Products

Achievements

Copper Award for Process Simplification

Citi Bank · Jan 2024

Recognized for process simplification.

Copper Award for Citi Manage Risk

Citi Bank · 2023

Recognized for deriving risk remediation.

Silver Award

Citi Bank · 2022

Recognized for proactive attitude and leadership.

Plano, TX • Aug 2015 - Nov 2018

- Gathered interface requirements, performed analysis, and led high-level design, configuration, and deployment of EDI applications supporting PepsiCo PBC group.
- Developed business processes using TIBCO BusinessWorks, including process definitions, message transport configuration, and integration with external APIs via SOAP.
- Supported TIBCO and Java-based applications using JMS/MQ and Spring framework connectivity.
- Designed and developed business processes, unit test plans, and conducted development/testing using TIBCO BW and Administrator.
- Monitored task progress to ensure timely delivery and adherence to deadlines.
- Integrated TIBCO BusinessWorks and Adapters with Mainframe and Oracle Apps databases.
- Configured adapters for Oracle databases and developed Java code for JMS and EDI file processing.
- Conducted internal and external code reviews, load testing, and production issue resolution, maintaining 100% SLA compliance.
- Collaborated with onshore/offshore teams, ensuring process adherence and quality standards.
- Performed transaction analysis, data analysis, and requirement gathering with external vendors, supporting the entire B2B framework using TIBCO, Oracle, Sybase, Teradata, and Informatica.

Sr Analyst • O&T – Operation and Technologies/DVA

Irving, TX • Apr 2014 - Aug 2015

- Developed TIBCO BW services with HTTP interfaces for file processing, orchestration, and archiving.
- Utilized JMS, HTTP, Java, SOAP, XML, and web service activities for robust file operations.
- Created schemas for file parsing/validation and developed data services for reporting submission status and error tracking.
- Implemented retry logic and error handling for service reliability, including CLE for failure payload retrieval.
- Refactored TIBCO BW services to align with Citi standards, optimizing code and improving performance.
- Authored technical design documents, test cases, and SOAP UI projects.
- Participated in code reviews, unit testing, integration testing, and deployment to TIBCO runtime environments.

Technical Architect • Apollo/Digital Payment Engineering

SFO, CA • Nov 2018 - Oct 2019

- Led requirements gathering, architecture design, and deployment for digital payment gateway solutions.
- Developed and hosted TIBCO/Java-based communications, file formats, and XSDs for integration with external APIs via SOAP, REST, JMS, and Sterling Server.
- Designed and developed microservices solutions, migrating TIBCO services to Java microservices for payment processing.
- Built Java applications for payment APIs and TIBCO/Java applications using Spring framework connectivity.
- Monitored project progress, conducted code reviews, and participated in load testing to ensure production readiness.
- Integrated TIBCO BusinessWorks, Business Event, and Adapters with banking files, AS400, and Oracle databases.
- Provided technical leadership for long-term technology strategy, including Core Java, TIBCO, Oracle, AWS, and microservices.

Projects

Rene Wind

Shining Star Award

Tata Consultancy Services • 2010

Recognized for dedicated delivery.

On the Spot Award

Tata Consultancy Services • 2011

Recognized for exceptional performance in project.

Associate of the Quarter

Cognizant Technology Solutions • 2015

Recognized as best performing associate for the quarter.

On the Spot Award

Cognizant Technology Solutions • 2016

Recognized for exceptional performance in project.

Certificates

Pursuing AI/ML

UT Austin • 2025 - 2026

<https://www.mygreatlearning.com/eportfolio/rajesh-kumar90> • 2025

[EDA](#) [Data Processing](#) [Classification](#) [Activation Functions](#)

[Neural Networks](#)

- Developed and improved classification models for wind turbine generator failures, enabling proactive maintenance and cost reduction.
- Utilized sensor data to identify potential failures, minimizing false negatives and ensuring timely turbine repairs.
- Selected final models based on predictive accuracy, providing actionable insights to enhance maintenance strategies and cost efficiency in wind energy production.

EasyVisa

<https://www.mygreatlearning.com/eportfolio/rajesh-kumar90> • 2025

[EDA](#) [Data Pre-Processing](#) [Bagging Classifier](#) [Boosting Classifier](#)

[Stacking Classifier](#) [Hyperparameter Tuning](#)

- Analyzed visa applicant data and built predictive models to streamline visa approval processes.
- Identified key factors influencing visa status and recommended suitable profiles for certification or denial, improving decision accuracy.

Personal Loan Campaign

<https://www.mygreatlearning.com/eportfolio/rajesh-kumar90> • 2025

[EDA](#) [Data Pre-Processing](#) [Model Building - Decision Tree](#)

[Model Performance Evaluation](#)

- Analyzed customer data to identify attributes influencing loan acquisition.
- Developed predictive models to target potential loan buyers, improving marketing effectiveness and increasing conversion rates.

Appian ITeSS Development

• Jul 2024 - Present

[Appian ITeSS](#)

- Managed the Citi NAM Appian ITeSS Platform, leading architecture reviews and solution development for BPM and workflow automation.
- Coached ITeSS power users in use case development and implementation.
- Oversaw the implementation of ITeSS processes and procedures across North America.
- Identified and grouped remediation processes to support cross-functional teams.
- Collaborated with leadership to improve operational efficiency and team functionality.
- Managed end-of-product support teams for daily operations.
- Supported proof-of-concept development and design implementation for ITeSS.
- Ensured application design compliance with enterprise architecture standards.
- Contributed to system architecture and technical designs, exceeding business requirements.
- Utilized Git and Bitbucket for version control and code reviews, maintaining high quality standards.

Apollo/Digital Payment Engineering

• Nov 2018 - Oct 2019

[Java](#) [TIBCO BusinessWorks](#) [TIBCO Business Event](#)

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- Provided technical leadership for long-term technology strategy, including Core Java, TIBCO, Oracle, AWS, and microservices.

Electronic Data Interchange

• Aug 2015 - Nov 2018

TIBCO BusinessWorks Java Spring

- Led requirements gathering, analysis, and high-level design for EDI applications supporting PepsiCo PBC group.
- Developed business processes using TIBCO BusinessWorks and integrated with external APIs via SOAP.
- Supported TIBCO and Java-based applications using JMS/MQ and Spring framework.
- Designed and developed business processes, unit test plans, and conducted development/testing using TIBCO BW and Administrator.
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O&T – Operation and Technologies/DVA

• Apr 2014 - Aug 2015

TIBCO BusinessWorks TIBCO Designer SOAP UI

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- Participated in code reviews, unit testing, integration testing, and deployment to TIBCO runtime environments.

Education

Artificial Intelligence/Machine Learning · Post Graduation

UT Austin

May 2025 - Feb 2026 • Expected GPA 4

Computer Applications • Master of Computer Application

Shobhit University, India

2010 - 2013

Computer Science • Bachelor of Information Technologies

IGNOU

2004 - 2007 • Grade A

Position Of Responsibility

Extra-Curricular Activities

Independent Researcher