**Shohi Tandon**

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***Executive Summary***

* Currently working as Technical Consultant / Process Architect for supporting Change Management & Technology mainly focusing on Architecture Practice Management.
* A dynamic professional with 8.5 years of experience in Business process modeling, creating process maps, Customer Relationship Management, Team Management and client handling.
* Currently working as Business Process Architect with Bank of America, from: September, 8, 2014.
* Worked with B.A. Continuum India Pvt. Ltd, a non subsidiary of Bank of America as a Team Developer , ARIS Modeler for 7 years.
* As a part of BPM team, Adroit worked towards understanding client requirements, eliminating unnecessary procedures.
* Good understanding of process Improvement, and Process Modeling training with experienced in process workflow development, requirements gather, data analysis, and project planning and management
* Possess excellent interpersonal, communication & organizational skills with proven abilities in team management, customer relationship management.

***Employment Record***

**Tenure Company Name Designation**

Sep 2014-till date Icon Consultant system, TX, USA Business Process Architect

April’11- Nov’13 B.A. Continuum India Pvt. Ltd Team Developer

Oct’08 –15thApril ‘11 B.A. Continuum India Pvt. Ltd Sr. Team Member /Trainer

16th Oct’06-Oct’08 B.A. Continuum India Pvt. Ltd Team Member

**Current position:**

**Working as BPM architect with ICON consultant for Bank of America, NC**

**Roles & Responsibilities**

* Create process maps for financial and technical processes.
* Very Strong experience in using ARIS IT Architect/Designer & ARIS Business Publisher tools.
* Good understanding of Business Process Management (BPM) Lifecycle and concepts.
* Very Strong Business Process Modeling experience using VACD and EPC ARIS models.
* Strong ARIS Object Management skills.
* Conducted virtual Trainings on ARIS Platform..
* Experience in using various ARIS reports.
* Experience in using Semantic Check Reports for performing QA on developed ARIS Models.
* Timely update the process models as per the change in the technology.
* Good understanding of SAP Application System Landscapes.
* Capturing all the details in the process models, like technology involved, any key spreadsheets with macro/ access enabled, applications used in the process.
* Maintaining the attributes of each application, which help in tracking any application change in the future.
* Checking and reporting the impact of the technology change on the process.
* Generating the list of the applications involved in one function and it dependency on other processes.
* Transfer knowledge and skills to modelers in the project / business area
* Providing direction and to support ARIS users in project / business area
* Reviewing process maps, models of team members to eliminate gaps if any
* Ensure that SBSA modelling standards and ARIS toolset competency is maintained
* Assist in identifying and up-skilling of an ARIS Champion successor
* Ensure that all models and relevant attributes are correctly modeled in ARIS
* Execute First Round Quality Assurance on the processes modelled by the modelers
* Facilitate the movement of models to and fro from the Enterprise Library
* ARIS Utilisation
* Facilitate the use of existing models when new projects start (re-use)
* Keep track all Functional System Specifications, Blueprints and Technical System Specifications that are not modeled and ensure that all decisions related to it is logged and communicated
* Assist in stakeholder management and monitoring ARIS expectations
* Consolidate queries, requests or issues and communicate it through to the ARIS Team
* Submit required information for management reports

Team Management

* Conducted monthly one-one meetings with the aligned associates.
* Handled Performance Appraisals for the aligned associates.
* Ensured that the teams adhere to all the quality tool and procedures.
* Ensured team adhere to Productivity and Quality procedures simultaneously.
* Career mapping the associates by identifying their educational needs, strengths/opportunities and develop them accordingly for the next /parallel value adding roles.
* Align team member’s need with process need and clearly defining individual performance rolls up to team output and vice-versa.
* Undertaking responsibilities of reporting Critical to Compliance data.
* Ensured meeting the team target on daily basis.
* Hired new team members and other staff.
* Prepared team reviews on weekly basis and showing the trend of team performance week on week basis.

Process Management

* Actively involved in the transitioning of processes in adherence with the client’s requirements.
* Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.
* Ensured uniformity in the process understanding at the client’s and the organization’s end.
* Implemented six sigma projects and standards for better efficiency with increased margins.

Customer Relationship Management

* Understanding customer’s problems with the system & providing right information & handling escalation.
* Mapping client’s, identifying improvement areas & implementing measures to maximize satisfaction levels.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
* Making the customer compliant as per the guidelines provided by the bank, in addition to keep a check on the financial transactions done by the individuals and the organization and keep a close tab on the same. As, from where they are getting the funds.
* Setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLA’s.

***Areas of Expertise***

--Experienced in ARIS 9.8 suite of products for process strategy, design, implementation and control.
--Delivering business process management efforts with ARIS focused on process modelling, improvement, customization and integration.
--Process consulting engagements with various Customers
--Validating and Evaluating Business Processes models using Filters and Checks.
--Generating various types of Customized Reports of the processes for external Presentation as well as analysis purpose.
--Reporting on ARIS 9.8 in multiple formats viz.

ARIS 9.8

ARIS Express

ARIS Business Publisher
ARIS Business Designer
ARIS Business Architect

VISIO
Business Process Modelling
Business Process Management
Process Designing
Process Governance
Release Cycle Management
Operational Risk Identification
Compliance Risk Identification
Control Mapping
Process Framework
Six Sigma
Lean
Specialties:
Business Process Mapping and Analysis
Virtual/Classroom training
Business Process Design and Modelling

***Accomplishments:***

* Appreciated by customer (BOA, NC) for in depth knowledge and dedication for work.
* Accredited for selected as a Trainer for the entire process, got feedback scores as 4.35 out of 5.
* Best Performance for the assigned teams on monthly basis.
* Global recognition on best performance across both HYD & GGN site.

***Trainings Attended***

* Getting started as a Manager
* Team Handling
* Time Management
* Six Sigma Basic

***IT Skills***

* Exceptionally good with MS Excel, PowerPoint, Word.

 ***Personal Vitae***

* Date of Birth : March 1985
* Qualifications : Graduation -B.Sc [Delhi University ]SriVenkateswaraCollege, India - 70%

Senior Secondary High School, India - 82%

Secondary High School,India - 83%

Total Experience : 8.5 Years

**I hereby certify that the above statements are true and correct to the best of my knowledge. I understand that any false statement may disqualify my candiature.**

**Date Shohi Tandon**