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Summary

Business and technology leader with 7 years of experience across FinTech, SAP, and Developer Advocacy. A quick learner with proven success in delivering consumer finance products and robust enterprise supply chain automation, and engaging developer-centric platforms.

Professional Experience

Senior Developer Advocate | Bazaarvoice | Bengaluru

- Acted as the primary technical evangelist, growing developer portal engagement by creating technical content (blogs, tutorials) and delivering technical talks and presentations at events to clarify product use cases, best practices, and advanced features, thereby empowering developers and clients.
- Reduced L1 support escalations by actively managing the Developer Portal forum, providing expert guidance, and creating a self-service knowledge base that empowered developers to solve problems independently.
- Established a streamlined bug triage process that reduced the average time-to-resolution for critical client-reported issues by 40%. Collaborated with engineering to fast-track hotfixes and deployed automation scripts to mitigate production impact during remediation.
- Served as the crucial "voice of the developer" for engineering teams, translating community feedback into actionable feature requests. Championed these to be prioritized and shipped in subsequent product releases.
- Collaborated with R&D teams to drive new API and feature development by providing expert guidance on RESTful best practices, resulting in more consistent, usable, and better-documented APIs for developers.
- Led the successful migration of the entire product documentation from a legacy CMS to a modern software platform, cutting documentation-related support queries by 50% and improving developer experience.
- Served as the key technical liaison for onboarding new enterprise clients and supporting existing clients with new feature integrations, ensuring seamless adoption and high satisfaction through proactive communication and expert guidance.

Associate | Goldman Sachs | Bengaluru

- Project 1: Regression Testing Framework - Rescued a critical Python-based regression testing framework that was 3 months behind schedule by rapidly self-teaching the language and assuming full ownership following a senior developer's departure. Successfully delivered the project within the revised deadline, preventing a major product roadmap delay.
- Spearheaded the migration of regression testing from disparate, legacy scripts to the unified framework, establishing a standardized, robust, and scalable process. This enabled easier onboarding for all clients and provided a foundation for automated validation of future FinTech product deployments.
- Drove 100% adoption of the new framework across business, implementation, and QA teams by conducting targeted knowledge transfer sessions, making automated testing the new standard for the team. Successfully adapted the framework to provide this functionality for core consumer finance products: Apple Card, General Motors Card, and the Apple Savings account.
- Collaborated directly with the internal audit team to certify the framework, ensuring it met all regulatory and compliance standards critical for the highly regulated BFSI sector, successfully passing 2 consecutive audits without findings.
- Project 2: Apple Savings Account (Lead Implementation Engineer) - As Lead Engineer for the decision platform team, owned the end-to-end implementation of the customer application workflow on the Provenir platform—a cornerstone of Goldman's Digital Banking infrastructure—for the Apple Savings launch, a product that attracted over \$10B in deposits within months of launch.
- Architected and implemented the core decisioning logic that processed over 1M+ applications in the first month, handling complex state-machine transitions and API integrations with 5+ external vendors. This project's success and my leadership role were instrumental in my accelerated promotion to the Associate level.
- Implemented 10+ real-time fraud detection strategies, integrating new vendor data streams as a key component of the platform's Risk Management framework that improved the fraud catch rate while simultaneously reducing false positives.
- Engineered a branched, low-friction workflow for high-value customers, accelerating their application processing time by 70% and significantly improving the onboarding experience for this key segment.
- Reduced manual testing effort for the Apple Savings platform by extending the Python regression framework to automate the test cases for the new product.
- Managed the full product lifecycle from development to production support, creating Splunk dashboards and automating email alerts that reduced the Mean Time to Detect (MTTD) for production issues.
- Mentored junior engineers and conducted Level 1 & 2 technical interviews for both full-time and internship roles, directly contributing to building a high-calibre engineering team.
- Project 3: Prod-Parallel Testing & Regression Framework Evolution - Led the development of a Prod-Parallel testing software

using Microservices, Snowflake, and Databricks to proactively validate new credit risk policies. The system tested new credit policies against a 10TB dataset of historical production data (10M+ records), proactively identifying over 95% of potential edge-case bugs before deployment.

- This system was forecasted to reduce post-production incidents related to policy changes by 80% and cut the overall testing cycle for new credit strategies from 2 weeks to 2 days.
- Successfully executed a challenging technical switch back to Java after 6 years, leading the development of the above in-house data preprocessing tool that automated the creation of complex JSON test cases from simple Excel inputs.

Systems Engineer | Tata Consultancy Services | Mumbai

- Maintained 99.9%+ SLA adherence for mission-critical B2B integrations (Orders, ASNs, Invoices, Order acknowledgements etc.) across the SAP landscape for BOSE's network of over 25,000 global resellers and dealers.
- Minimized supply chain disruption by developing a proactive monitoring and root-cause analysis framework that reduced recurring message failures by 40% and cut average resolution time for critical incidents significantly.
- Successfully managed and delivered a continuous pipeline of 4-6 weekly user enhancement requests for the BOSE SAP landscape, maintaining a 95%+ on-time delivery rate against stringent deadlines.
- Authored and standardized technical documentation that was adopted by cross-functional SAP teams (SD, MM, Basis), reducing knowledge-transfer time for new project members.
- Led the end-to-end technical onboarding of 250-300 new BOSE resellers and dealers over an 18-month period, configuring SAP PI/EDI for diverse message formats (EDIFACT, ANSI X12, XML/XSLT) and secure communication channels.
- After voluntarily joining the development team to address attrition, became a key contributor by consistently delivering 8-10 complex development tickets per agile sprint.
- This PI integration automation reduced the end-to-end supply chain fulfilment time by 15-20%, saving each order management team member 4-6 hours of manual effort per order processed.
- Accelerated BOSE's order-to-cash cycle by digitalizing accounting-related message tracking (invoices, ASNs, shipments etc.), leading to faster revenue recognition and improved cash flow as per contractual SLAs.
- Owned the implementation and enhancement of the processes for integration projects during the team's transition to a DevOps model, leveraging my support background to train the team and resolve complex deployment issues.
- Received multiple 'Star Performer' awards for taking the rare initiative to engage directly with BOSE's channel partners (resellers/dealers) to expedite technical onboarding, cutting the average resolution time for complex setup issues by 3-4 days.
- Designed and delivered a comprehensive SAP PI training program for a 5-person cross-functional team and extended this leadership by training new hires at both fresher and lateral levels, enhancing overall team capability and scalability.
- Graduated at the top of a 200-person new-hire training cohort in Java, Microservices, and Web Development; simultaneously elected and served as Class Representative, demonstrating leadership from day one.

Education

Bachelor of Engineering - *Medicaps Institute of Technology and Management, Indore* | India

Accomplishments and Awards

- Accelerated Promotion - Promoted from Analyst to Associate at Goldman Sachs in the first eligible cycle, bypassing the standard second-cycle timeline.
- Client Appreciation Award - Received a formal certificate of appreciation from BOSE product owners for the on-time delivery of a high-priority project.
- Individual Excellence Awards - Recognized with three 'On the Spot' awards at TCS for rapid problem-solving and resolving critical client escalations on individual level.
- Best Team Awards - Received three 'Best Team' awards at TCS for successfully delivering time-sensitive, high-priority client projects.
- Star Learner Award - Awarded 'Star of the Learners Group' for graduating #1 in a 150-person new-hire training cohort at TCS.
- Leadership Recognition - Formally recognized for leadership and initiative in organizing events as the elected Class Representative for the training cohort.

License & Certifications

- Post Graduate Diploma in Data Science (Business Intelligence and Data Analytics) - International Institute of Information Technology, Bangalore(IIT-B)

Co/Extra-curricular

- Runners-up at the Welcome tennis tournament at IIM-A for all the freshers.
- Fresher's Tennis Captain - Led the Tennis team of first year students at IIMA in the annual sports competition Yalgaar-2025.
- Sports enthusiast, represented school, university and corporates in various events in games like cricket, tennis, basketball, football etc.
- Lead CSR activities for Goldman Sachs.