



Sid Shardanand

Objective

To achieve excellence in my domain, solving complex problems at scale that have a lasting impact on not only my immediate team and responsibilities, but at an organizational level. I believe in a simple formula for applying myself; Multiplying my talent and understanding of technology with hard work and sweat to deliver incredible outcomes. One day, I would like to be able to look back at my career and be pleasantly surprised by the depth and breadth of my achievements.

Education

2016 - 2020

Bachelor of Information Technology, Majoring in Programming – Deakin University

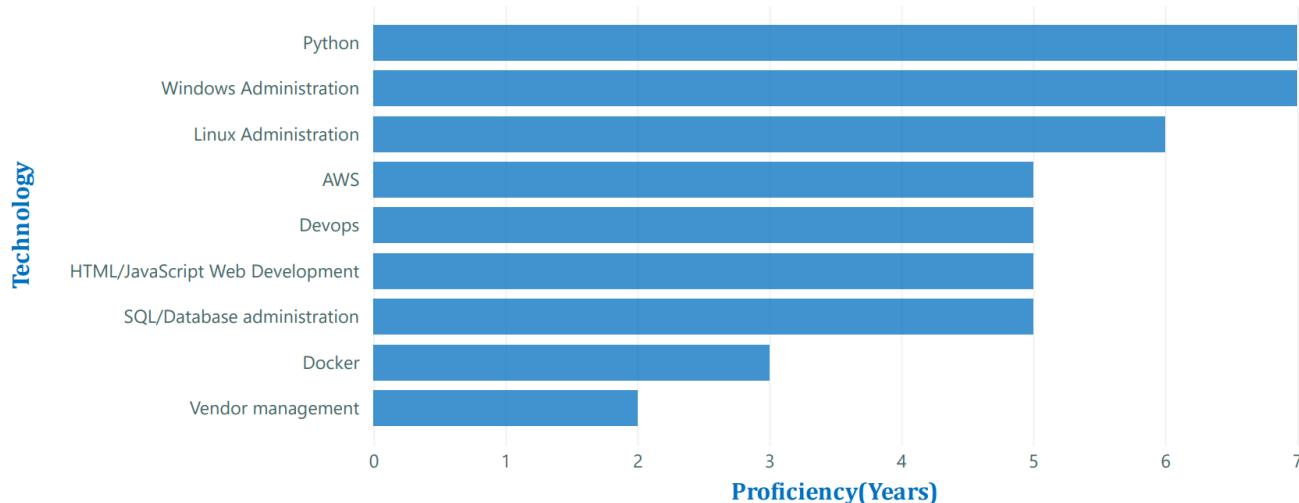
2013

Certificate III in Information, Digital Media and Technology - Boxhill Institute

2013 - 2015

VCE - Glen Waverley Secondary College

Skills



Experience

December 2024 – Current

Senior Consultant Engineer, NAB – Nab Data Hub, 700 Bourke Street/WFH

Returning to the fold of technology, I am back in an engineering role! Acting as a tech lead for the primary data platform for NAB, I'm tasked with running projects and being an individual contributor. My focus is on maintenance and downsizing the platform where possible.

Skills:

- Second in Charge for the team
- Tech lead across multiple Squads and projects within the NAB data lake
- Decommissioning legacy components

September 2023 – December 2024

Product Owner & Data Steward, Third Party Data, 395 Bourke Street/WFH

Taking a short horizontal move into product management/ownership, I took over a SaaS application and ran it end to end, managing the non technical components. This included, supplier and contract management, regulatory compliance, strategy and overall accountability.

Skills:

- Product Ownership within the ITIL framework
- Compliance and technical services ownership within the ITIL framework
- A variety of soft skills including: negotiation, mediation, responsibility and project management

September 2022 – September 2023

Senior Consultant Engineer, NAB – Nab Reporting Platforms/Nab Discovery Cloud, 700 Bourke Street/WFH

Transitioning into the NAB Reporting Platforms, I got my first taste of a truly cloud native platform, custom build from the ground up to make use of AWS and Azure, supported by a suite of devops tools and practices to enable organization wide adoption of PowerBI.

Skills:

- Second in Charge for the team
- Consulting internally within the division to deliver projects and tackle challenging issues
- Devops and automation within AWS/Azure, including Jenkins, Airflow, Terraform, Infrastructure as Code, Splunk, Docker, ECS, Jupyter, Redshift

April 2021 – September 2022

Senior Analyst Engineer, NAB – Nab Data Governance, WFH

Moving from financial applications to the world of data, I moved into a technical compliance/governance role. The responsibilities include not only administering 2 OTS vendor products, but also operations for data engineers to ensure metadata governance and hygiene. This included the technical medley of devops, support, upgrades and technical compliance, and additionally, the review, guidance and quality control of regulatory metadata capturing for each data source onboarded onto the platform.

Skills:

- Devops and automation within AWS, including Jenkins, CloudFormation, Infrastructure as Code, Splunk, Restful API's
- Global collaboration with teams/companies across Asia and Europe

July 2019 – April 2021

Analyst Engineer, NAB – Finance Applications, 800 Bourke Street

Working in a small team with a massive portfolio of 20 Vendor OTS applications, I started my career in the finance applications space. This was my first corporate role, and involved support, maintenance, feature development, but most importantly: cloud adoption. I had the opportunity to service on prem applications, disassemble them and then remake them into AWS, in line with the company's direction.

Skills:

- Windows and Linux Administration
- Vendor management
- On-prem to cloud migration

Accomplishments

Informatica Product Major Version Uplift

Within the NAB Data Hub's Metadata Governance toolkit, there are two primary metadata applications:

- Informatica Axon

- Informatica Enterprise Data Catalog(EDC)

In 2021, I upgraded the Axon service across 6 environments in prod and non prod. In 2022, I led the upgrade project for EDC with the assistance of Informatica consultants.

This upgrade has been described as the smoothest EDC upgrade in the history of the application at NAB, and has been met with praise from all involved stakeholders, meeting all customer requirements within schedule and within budget.

Introducing AI to NAB's Marketing Platform

At the start of 2022, NAB made a decision to invest in AI, this was spurred with the adoption of AI in customer communication decisioning, through the use of Pega's Customer Decision Hub SaaS product. This presented a set of interesting problems to solve, especially in a tightly regulated financial technology environment. As a SaaS product, we needed to ensure:

- Pega was compliant with ISO 27001 standards for disaster recovery and service management
- All data flowing into/out of NAB or Pega was encrypted at rest and in transit
- All interfacing systems had monitoring and business continuity plans in case we faced issues on the vendor side
- Engaging and coordinating with multiple interfacing teams internally(marketing technology, data lake, external data gateways, security architecture/consulting, data scientists)

After 6 months of planning, organizing, building and testing, NAB's CDH(Customer Decision Hub) was up and running! Using data gathered from customer interactions on the site, phone app and email links, CDH would leverage AI to make decisions on when to call, text, notify or email customers with offers/reminders, and then interface with customer communication technology to send the communications without any human interaction. As of 2023, CDH was bringing in an annualized revenue of \$35 Million!

Remediating Technology Currency Risk

The unescapable reality of looking after an aging platform is the tech debt that accumulates during its lifecycle. Within the Nab Discovery Platform, this tech debt manifested in the form of unpatched, 5 year old ECS images, which were un-supported, and packed to the brim with vulnerable software packages.

From a technical perspective, the remediation was easy, build new images and roll them out to our users(data scientists), however the challenge came in managing that change across the enterprise, as there were hundreds of users, with unique testing requirements and competing priorities.

In order to corral these stakeholders across the organization, I needed to:

- Orchestrate a fluid plan to deliver multiple waves
- Co-ordinate with stakeholders to ensure my teams capacity aligned with theirs
- Manage upwards to ensure I got the support(and escalation) where required

After a grueling 9 month project, we managed to migrate 100's of data labs from CENTOS 7 to RHEL 8, across 500+ users. With the completion of this massive endeavor, I took my team out for kbbq to celebrate :).

Automation/Incident Reduction

During my secondment in 2019, I was tasked with increasing the quality of support for a new team in our division. Within 6 months, I delivered:

- A 25% reduction in annual after hours support call-outs(560 incidents pre-emptively resolved)
- Time savings of up to 41 days(one FTE) by automating several level 2 service requests

The combination of the above has led to an 8 week reduction of work effort for BAU, and a recurring annual savings of \$80,000 for after-hours incident response callouts.

BAU Cloud Optimization

Since migrating applications to cloud, there has been a big push to increase the quality of infrastructure and reduce cost. My contributions in this space include:

- Resized and cost-optimized the AWS infrastructure for our portfolio across 3 applications
- Innovated cloud cost saving strategies that have been escalated and distributed to our entire division to apply across their infrastructure
- Took ownership and ensured regulatory compliance on a neglected AWS account within the team
- Played a key role in enabling WFH for tech resources via AWS infrastructure/portal access from outside the NAB network

Within my team alone, we hit a milestone of \$200,000 yearly reduction in cost with the above work.

Extra-Curricular

When it comes to technology, the best way to learn more is to live and breathe the stuff. As such I have strived to participate in technology related activities and endeavors outside of work as well, these include:

- Building and publishing an app in the android app store(10k downloads, \$25 a day in revenue), source code is available on my [github](#)
- Won a hackathon at NAB during my internship, walked away with a google home mini
- Contributed to an open source GitHub [project](#) with over 60k users and 150 contributors
- Actively participating in mentoring and welcoming interns into NAB