

Akash Paltasingh

SOLUTION ARCHITECT - CSPO, AWS-SAA

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Executive Summary

Cloud Solution Architect and Certified Product Owner with 13+ years of experience delivering enterprise-grade solutions across Insurance, Retail, and Supply Chain domains. Extensive background in legacy mainframe modernization, driving complex cloud migration programs that transform monolithic systems into agile, cloud-native architectures.

Proficient in designing and implementing scalable solutions on AWS, using EC2, Lambda, Step Functions, DynamoDB, S3, and ECS with Fargate to enable microservices, serverless computing, and event-driven workflows. Strong hands-on experience with AI/ML, Generative AI, prompt engineering, and RAG-based automation to enhance business capabilities and customer engagement.

Currently leading strategic modernization and cloud adoption initiatives for Old Mutual SA via Zensar, blending technical depth with product vision to deliver customer-centric platforms.

Employment History

Cloud Solution Architect – ZenLabs, Zensar

Pune, IN

JANUARY 2023 — PRESENT

ZENSAR TECHNOLOGIES

As a **Cloud Solution Architect** within ZenLabs' AI Centre of Excellence, I led the end-to-end **architecture, development, and pre-sales** strategy for multiple AI-powered, cloud-native solutions that addressed real-world enterprise challenges across **hiring, insurance, and legacy modernization**. I actively collaborated with cross-functional stakeholders, presented solution blueprints to clients, and translated business requirements into scalable cloud architectures.

Roles & Responsibilities:

- Led architecture and technical pre-sales for AI-driven platforms using AWS Cloud, OpenAI, and Anthropic models, aligning cloud strategies with enterprise goals.
- Designed a Smart Hiring Platform with AI-based resume parsing, JD matching, scoring, and Microsoft Teams-based interview orchestration using Lambda, S3, DynamoDB, and Bedrock.
- Architected a Code Refactoring Platform using Retrieval-Augmented Generation (RAG) with FAISS vector embeddings and LLMs to modernize legacy COBOL and PL/1 codebases.
- Delivered an Agentic AI Chatbot for real-time insurance incident reporting, featuring multi-stage conversation flows, image upload to S3, Textract-based OCR, and PDF report generation.
- Built an Intelligent Document Routing System to triage insurance emails and attachments using AI-based metadata extraction and classification.
- Provided scalable and secure cloud architectures across all PoCs and client-facing pilots using microservices, VPC, API Gateway, Lambda, and CI/CD pipelines, ensuring cost optimization and performance.
- Supported proposal creation, effort estimation, and client demos, playing a key role in technical solutioning and winning deals during RFP/RFI cycles..



Skills

Technologies – Python, Cobol, CICS, JCL, JavaScript with React, Node front-end.

Database Services - IBM DB2, SQL, PostgreSQL, AuroraDB, DynamoDB

Cloud Architecture & Migration strategies – AWS/Azure/GCP

Strengths

Leadership & Decision-Making

Problem Solver

Ability to Multitask

Ability to Work Under Pressure

Domain Expertise

Banking, PF & Insurance:

Retail Banking, ACH processing, Risk insurance, Savings & Annuities, New Business Quotes, Deferrals, Underwriting, Fund Administration, Fees & Charges, Cashflow and Valuations & Accounting.

Retail:

Supply Chain and Warehouse management, PO and CDH replenishments, Omni-channel Customer Ordering.

Certifications & Achievements



AWS SAA



AWS CCP



Certified Scrum Product Owner



IBM DB2 Designer

Solution Specialist, Old Mutual SA

JANUARY 2022 — PRESENT

Cape Town, SA / Pune, IN

ZENSAR TECHNOLOGIES

NGP supports all technological and regulatory responsibilities of the insurance business. It integrates the complete lifecycle of policy creation—from front-end broker portals and manual quotation inputs to downstream processing involving underwriting, policy conversion, and asset advisory services. The system adheres to evolving compliance mandates from entities like SARS, FATCA, and the Prudential Authority.

Roles & Responsibilities:

- Modernized legacy mainframe systems by designing cloud-native architectures on AWS using VPC, EC2, Lambda, and API Gateway.
- Refactored monolithic components into microservices, deploying them via AWS Lambda and ECS for improved agility and scalability.
- Implemented CI/CD pipelines using AWS CodePipeline and GitHub Actions to automate testing and deployment.
- Integrated AWS S3, Glue, and Lambda to support real-time and batch data flows for reporting and compliance.
- Delivered annual legislative updates (SARS, FATCA, PRUDENTIAL) with dynamic rules and modular code enhancements.
- Led cloud readiness assessments and POCs to validate performance and cost benefits of AWS migrations.
- Earned AWS Certified Solutions Architect – Associate to guide cloud adoption using Well-Architected principles
- Worked closely with cross-functional teams to align modernization efforts with business and regulatory goals.

Technical Analyst - Lead, Old Mutual, SA

FEBRUARY 2019 — DECEMBER 2021

Cape Town, SA

ZENSAR TECHNOLOGIES

OM - PFIT manages the full lifecycle of customer policies across RSA, Namibia, and Guernsey, covering quotes, underwriting, client management, funds, commissions, policy admin, claims, and financial accounting for over 50+ product lines.

Roles & Responsibilities:

- Led a 20-member team of developers and analysts, driving enhancements across legacy platforms and core insurance products.
- Acted as SME and product owner for the Omega legacy platform, supporting 5M+ client portfolios across diverse product offerings.
- Designed and delivered critical compliance frameworks for PPI/POPI, SARAF, SARS, IFRS, and Annual Budget Speech mandates.
- Drove COVID-19 relief feature rollouts, enabling premature claims and flexible fund disbursements to support customers during the crisis.
- Mentored team members to achieve AWS certifications, fostering internal cloud capability and accelerating cloud adoption.
- Delivered cloud-based POCs to reduce CPU overhead, automate manual processes, and streamline core insurance workflows.
- Championed automation and modernization initiatives to increase delivery efficiency, improve scalability, and reduce system complexity.

Software Engineer, John Lewis Partnership Pune, IN / London, UK

AUGUST 2015 — JANUARY 2019

ZENSAR TECHNOLOGIES

The JL SCO and WMS teams oversee comprehensive supply chain operations, encompassing customer orders (online and in branches), demand management (customer reservations and branch replenishment), demand allocations, and task distributions across National Distribution Centers (NDCs), Branch Consolidation and Distribution Hubs (CDHs), and third-party suppliers. This includes purchase order management, carrier allocations, and label printing through third-party vendors such as Metapack and NiceLabel. The project integrates data with core Warehouse Management Systems (WMS) like JDA DLx, Dispatcher, and Kisoft-Knapp WMS to facilitate order deliveries through logistics partners and in-house event tracking systems.

Roles & Responsibilities:

- Specialized as a subject matter expert (SME) for Mainframe applications interfacing with various Warehouse Management Systems (WMS).
- Architected and led the migration of WMS from legacy DLx to the latest JDA Dispatcher.
- Directed code migration from obsolete DLx WMS to the new JDA Dispatcher WMS, ensuring seamless interface management with existing Mainframe applications.
- Developed system-level flows and authored OPS documentation for service onboarding and maintenance contracts.
- Coordinated with 3rd party service providers like JDA, Metapack MM, and NiceLabel to establish BAU functionalities for daily operations of Distribution Centers (DCs) and enable plug-and-play options for peak sales management.
- Executed code migration of legacy Order Management Systems to Sterling Order Manager.
- Spearheaded the development and implementation of the Omni-Channel Customer Ordering (OCCO) platform across all JL Points of Sale (POS).

System Engineer, Union Bank of California, NA Pune, IN

JUNE 2012 — JULY 2015

TATA CONSULTANCY SERVICES

The Union Bank Transmission Development Team manages all data transmissions to and from Union Bank mainframes, ensuring seamless communication with various vendors and customers. The team is responsible to develop and maintain existing transmission processes and develop new EDI and NACHA setups for various vendors, customers, and the Trust Accounting System (TAR).

Roles & Responsibilities:

- Configured data transmission via FTP, SSH, NDM, and MQ to ensure secure delivery to customer-specific destinations through appropriate channels.
- Conducted customer-facing requirement analysis, collaborating with customers to understand their needs, designing optimized processes, conducting UAT and SIT, and implementing solutions in the production environment.
- Supported and enhanced existing and new setups for customer data and account information on Account Recon (ART) and Trust Accounting (TAR) services for all Union Bank of California customers and vendors.

Certifications

AWS certified Solution Architect – Associate (AWS SAA-C03)

Certified Scrum Product Owner – Scrum Alliance (CSPO)

AWS certified Cloud Practitioner (AWS CCP-C01)

IBM certified DB2 Designer

Education

**BTECH - Computer Science Engineering, SOA University,
Bhubaneswar, IN**

JUNE 2008 — MAY 2012

CGPA: 8/10

White Papers & Internships

**Omni Channel Customer Ordering – Supply Chain Systems at John
Lewis Partnership, UK, London, UK**

AUGUST 2016 — JANUARY 2017

**IBM Smart Hiring System at IBM Training and Certification Cell,
Kolkata, IN**

FEBRUARY 2009 — APRIL 2009

**Paper on Speech Recognition at Institute of Technical Education and
Research, Bhubaneswar, IN**

APRIL 2011 — JUNE 2011