

Sajan Mathew

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Enterprise AI Architect | GenAI & Agentic Systems Strategist | Cloud-Native Platforms | Building Scalable AI at Scale

PROFESSIONAL SUMMARY

Technology Leader with 12+ years of experience in architecting intelligent, scalable systems across BFSI domains. Specialized in driving enterprise-wide adoption of AI and cloud-native architectures, delivering measurable efficiency gains of 40–60%. Adept at leading cross-functional teams, implementing GenAI solutions, and aligning technology with business strategy to accelerate digital transformation.

CORE COMPETENCIES

Generative AI | AI Architecture | Technical Leadership | Cloud-Native Systems | Agentic AI | Microservices | Observability | DevOps | Data Engineering | API Strategy | Cross-Functional Stakeholder Engagement | Agile Delivery | Innovation Enablement

PROFESSIONAL EXPERIENCE

Piramal Finance – Enterprise Architect (Mar’23 - Present)

- Led the end-to-end enterprise deployment of Nginx API Gateway, overseeing licensing, secure configuration, CI/CD automation, and seamless integration of over 30+ 1P/2P/3P services. Delivered full documentation and governance workflows, enabling faster onboarding and enhanced API observability, resulting in a 35% reduction in integration turnaround time.
- Spearheaded company-wide Generative AI adoption by architecting and deploying scalable, reusable AI services, including:
 - AI Orchestrator, Text Generation, Embedding, and Conversation Services – powering intelligent automation use cases across departments
 - Retrieval-Augmented Generation (RAG) pipelines – reducing manual knowledge retrieval by 70% through contextual enterprise document search
 - AI Test Case Generator, SQL Optimizer, Knowledge Assistant, and Telesales Agent – driving over 40% improvement in engineering velocity, decision support, and customer interaction outcomes
- Championed internal GenAI evangelism, created reusable service templates, and established a delivery-first culture for AI-led transformation.
- Architected a loosely coupled, microservices-based event-driven HR Tech platform, implementing retry mechanisms such as circuit breakers and dead-letter queues to ensure eventual consistency of HR data across all dependent systems.
- Led the integration and architecture of the MFI (MicroSure) Loan Origination and Management System, including HLD/LLD creation, end-to-end design reviews, and successful loan record migration from the legacy Jayam MFI platform.

- Automated securitization accounting workflows for portfolio buy/sale transactions using MongoDB state management and multithreaded batch processing, significantly improving system throughput.
- Streamlined CRM operations by implementing an automated email-to-case workflow across Salesforce, LMS, APIs, and DWH systems—reducing manual intervention and improving resolution speed.
- Executed disaster recovery implementation for the Pennant application using AWS Aurora; conducted UAT and successfully deployed to production with no downtime.
- Integrated Amber Infeedo with enterprise systems, ensuring full InfoSec compliance, secure PII handling, and adherence to internal audit protocols.

Piramal Finance – Technical/Engineering Program Manager (Jan'21 – Mar'23)

- Led observability transformation via ELK stack; implemented metrics monitoring (5xx/4xx errors, P95, P99 latency).
- Developed anomaly detection system using IQR algorithm, triggering alerts via SMS, email, and voice for on-call response.
- Launched HR Tech platform with process automations and real-time data sync, saving 6–8 hours/week.
- Elevated code quality by embedding test coverage enforcement (>90%) into CI/CD pipelines.
- Designed scalable API Gateways using Apigee & Nginx; ensured policy governance and operational hygiene.
- Managed stakeholder communication using Kanban and agile practices; improved project delivery and resource efficiency.
- Designed and deployed a cloud-native architecture for cost-per-file calculation, customer deduplication using Posidex, and hind-sighting automation—supporting scalable analytics and fraud mitigation.
- Drove adoption of GitHub Copilot across engineering teams to boost development efficiency, while championing AI service reusability and consistent delivery excellence.
- Led the enterprise API gateway migration from Apigee to Nginx, including CI/CD automation, performance tuning, and integration of security and monitoring tools.
- Implemented MongoDB TTL-based archival strategies, reducing long-term data storage costs and improving system performance.
- Standardized TRAI-compliant customer communication workflows by integrating and managing 28+ SMS templates across Salesforce, MoEngage, and CommX platforms.
- Designed a unified IDAM integration strategy spanning first-party (1P), second-party (2P), and third-party (3P) systems, ensuring secure, scalable, and audit-compliant access management across the enterprise.
- Established and formalized a comprehensive MongoDB backup and recovery SOP for the Cloud Infrastructure team, aligning with business continuity and disaster recovery best practices.
- Led architectural assessment and fitment analysis for enterprise-wide fraud detection systems, ensuring scalability, data privacy, and effective cross-system event tracking.
- Implemented granular API-level access control policies via Nginx, significantly improving security posture and enforcing least-privilege access at the gateway level.
- Directed ELK stack migration from Apigee to Nginx, enabling enhanced log visibility, real-time metrics tracking, and proactive system observability across environments.
- Accelerated integration timelines by reusing a Generic Lambda Callback module, enabling seamless, secure, and standardized API callbacks across platforms like Digio, emSigner, SHL, and Contractzy CLM.

Cognizant Technology Solutions - Technical Lead / SDE-3 (Nov'19 - Jan'21)

- Established Apigee-based CI/CD automation pipeline with security, throttling, and rate-limiting controls.
- Delivered backend microservices to reduce partner onboarding time from 3 months to <1 month.
- Developed reusable API components; enforced lightweight gateway architecture best practices.

Reliance Health Insurance - Specialist - API Management & Integrations (Mar'19 - Nov'19)

- Led integration with SAP and Policy Bazaar; developed microservices for sales operations.
- Managed 400+ Apigee APIs with monitoring, documentation, contracts, and CI/CD integration.

Kaar Technologies – SAP Mobility, API & Integration Consultant (Sep'14 – Mar'19)

- Modernized legacy systems by designing mobile-responsive platforms, securely exposing backend services through REST, SOAP, and ODATA APIs to enable seamless integration and backend data access on mobile apps.

Sakon – Enterprise Mobility Engineer (Jul'12 – Aug'14)

- Designed and delivered enterprise mobile applications, implementing robust MDM and security frameworks using SAP Afaria and AirWatch to ensure secure, scalable deployment across customer ecosystems.

AI & INNOVATION PROJECTS (Proof-of-Concept / Side Projects)

- **Stock Picker Agent:** Developed an AI agent to analyze market trends and suggest optimal stock picks based on user-defined risk profiles.
 - **AI Code Reviewer Agent:** Built an LLM-powered reviewer to validate PRs and generate review comments using code context.
 - **Auto Coder Agent:** Implemented a context-aware agent capable of auto-generating functional boilerplate and unit tests.
 - **LinkedIn Content Generator (Sidekick):** Built a task-oriented assistant to automate content generation, automated review + human in the loop review and post on LinkedIn.
 - **Dynamic Task Management (MCP Protocol):** Created a system for multi-agent collaboration and automated task creation.
 - **Medical Records Organizer:** Engineered a dynamic record-keeping system for healthcare workflows using contextual AI triggers.
 - **E-commerce AI Integrator:** Built a commerce platform capable of orchestrating AI tools via MCP for smart inventory and logistics coordination.
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SKILLS:

- **Languages & Frameworks:** Python, Node.js, Java, SQL, Spring
 - **AI/ML:** GenAI, RAG, Prompt Engineering, LLM, OpenAI SDK, Crew AI, LangGraph Frameworks, MCP Protocol
 - **DevOps & Observability:** ELK, Prometheus, Grafana, CI/CD, Anomaly Detection
 - **Cloud & API:** AWS (EC2, S3, ECS), GCP, Apigee, Nginx, REST, Kafka
 - **Data & Storage:** Redis, MongoDB, Elasticsearch, SAP Cloud Platform
 - **Architecture:** Microservices, Event-driven, Agentic Patterns, Serverless
 - **Collaboration:** Agile, Scrum, Kanban, Cross-functional Teams
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EDUCATION

- B.E (Electronics & Telecommunication) from Mumbai University in 2012
 - XII from Goa Board in 2008
 - X from Maharashtra Board in 2006
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CERTIFICATIONS

- Google Cloud GenAI & Vertex AI Specialization – Prompt Engineering, LLMs, Responsible AI
 - Google Apigee Certified – Credential
 - SAP SCP API Management – Credential
 - SAP Afaria 7 SP4 – Certificate ID: 0012810078
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PERSONAL DETAILS:

- **Date of Birth:** 14th May 1990
- **Languages Known:** English, Hindi, Malayalam, Marathi & Tamil
- **Nationality:** Indian
- **Marital Status:** Married
- **Passport Details:** M4291227 (Date of Issue: 06/12/2014, Date of Expiry: 05/12/2024)
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