

# VIKRAM DESHPANDE

## Senior Technical Program/Delivery Manager & AI Solutions Architect

### @ CONTACT INFO

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### EDUCATION

Master of Computer Science

#### Monash University

- 2010
- Melbourne
- Honors

Bachelor of Engineering  
Computer Science

#### University of Melbourne

- 2007
- Melbourne

### ★ SKILLS

- AI/ML Solutions, LLM Pipelines (LangChain, Langfuse), Python, TypeScript, React/Next.js, Kubernetes, Docker, Terraform, GCP/AWS, Postgres/Supabase, Real-Time Telemetry.

### CAREER OBJECTIVE

15+ year Senior Technical Leader and Certified Scrum Master (CSM) specializing in end-to-end program delivery, enterprise transformation, and architecting AI/ML-driven solutions across the Financial Services and Telecommunications sectors. I possess a proven track record of bridging technical engineering with executive strategy, guiding Azure/Cloud-based modernisations that cut delivery time by over 30%, and deploying mission-critical programs with multi-million dollar budgets. Core Expertise: Leveraging deep experience in Python, TypeScript, and cloud-native infrastructure (Kubernetes/GCP/AWS) to lead cross-functional squads and drive commercial outcomes. I am adept at fostering agile culture, ensuring architectural alignment, and translating complex technical roadmaps into quantifiable business value.

### WORK EXPERIENCE

#### Senior Delivery Lead / Technical Product Owner

##### ANZ

Sept 2017 - June 2025 Melbourne, VIC

- AI/ML Strategy & Solutions (2022 - 2025): Led the technical delivery of AI solutions, including real-time WebSocket telemetry servers for 10k+ device concurrency, improving user response time by reducing P95 latency to under 200 ms.

#### AI/ML Strategy & Solutions Architect

##### ANZ

2017 - 2022 Melbourne, VIC

- Agile Transformation & Program Management (2017 - 2022): Orchestrated the transformation of core banking platforms from monolithic to cloud-native (.NET/Azure), cutting end-to-end delivery time by >30% and reducing infrastructure costs by >15%.
- Delivery Leadership: Directed a program portfolio valued at over \$5M, leading 5+ cross-functional squads (up to 40 resources, including offshore teams) to deliver on-time, high-quality releases.
- Architecture & Governance: Defined the technical vision and owned the product backlog for major platform modernisations, ensuring 100% compliance with enterprise architectural standards and risk models.
- Metrics: Facilitated workshops for 40+ GMs and executives to align on strategy, improving decision-making efficiency and project clarity by >55%.

#### Senior Project Manager & Business Analyst

##### National Australia Bank (NAB)

Nov 2016 - Sept 2017 Melbourne, VIC

- Managed the delivery stream for a critical risk and compliance program, ensuring 100% regulatory adherence for major data initiatives.

- Technical Program Management, Agile/Scrum/SAFe, Product Ownership, Roadmap & Backlog Management, Stakeholder Alignment, Risk & Budget Management (\$5M+).
- Enterprise Architecture, Data Architecture, MLOps, CI/CD, DevOps, Systems Thinking, Business Analysis, Requirements Elicitation, Gap Analysis.
- Cross-functional Team Leadership, Servant Leadership, Coaching, Executive Communication, Vendor Management, Onsite/Offshore Model Coordination.

## CERTIFICATIONS

- Certified Scrum Master (CSM) Scrum Alliance
- Cloud/Data Certifications AWS/GCP (In progress)

- Conducted deep-dive business analysis, translating complex regulatory requirements into actionable technical specifications for development teams.

## Lead Business Analyst

**Microsoft Inc.**

-  Oct 2015 - Oct 2016  Sydney, NSW
- Executed a comprehensive gap analysis for Azure ML telemetry, delivering 10 key insights that enhanced system reliability by 15% and decreased incident MTTR by 10%.
  - Spearheaded initiatives to align DevOps strategies with overall IT objectives, achieving 95% alignment with enterprise architecture standards.

## Business Analyst / Project Coordinator

**Telstra**

 Nov 2014 - Oct 2015  Melbourne, VIC

- Developed customer journey scorecards and streamlined JIRA requirements for core delivery teams, improving delivery efficiency by 20% and operational clarity by 15%.

## Senior Business Analyst

**InfoCentric**

 Aug 2011 - Nov 2014  Melbourne, VIC

- Delivered analytics and Business Intelligence (BI) projects, boosting client customer engagement by 20% and automating regulatory reporting workflows to achieve 100% accuracy.

## Developer Support / Software Testing / Analyst

**MYOB**

 May 2010 - Aug 2011  Melbourne, VIC

- Optimized data processing workflows through ePAL implementation, improving efficiency by 30% and reducing reporting time by 90% for financial data sets.

## Independent AI Consulting & Upskilling

 June 2025 - current  Melbourne, VIC

- JIRA Analytics Dashboard: Architected and developed a Next.js + Supabase analytics application to expose sprint velocity metrics and generate LLM-powered retrospective insights and sprint plans.
- Public-Key Server: Built a robust, production-grade Node.js/Express service for distributing PEM keys for fleet API signing, achieving 100% test coverage (Mocha/Chai).
- Relationship Timeline Visualisation: Developed a React/TypeScript visualisation tool featuring D3 event arcs for showcasing dynamic customer journey interactions.
- LLM Evaluation Stack: Stood up an end-to-end Langfuse + Phoenix evaluation stack to score hallucination, latency, and cost across high-volume daily LLM generations, reducing error budget breaches by 38% in a simulated production environment.