Akhil Gupta

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# SUMMARY

Technology leader with 15+ years of experience in AI, product development, and distributed systems. Expert in leading cross- functional teams, defining product strategy, and delivering AI-driven SaaS solutions. Recognized for innovation with patent- pending AI observability framework. Skilled in modernization, ML/LLM integration, and data-driven decision-making.

# EXPERIENCE

*JPMorgan Chase & Co.,* ***Vice President – Technical (AI & Banking Products)***

*Jan 2025 - Present*

Led team of 6 in Consumer Banking, managing ~1.4K active accounts. Implemented IsolationForest anomaly detection for Splunk logs.

Designed AI-driven observability tool (patent-pending). Modernized account synchronization using CockroachDB. Built Spark + S3 data comparator for quality assurance.

*OpenText,* ***Lead Engineer – SaaS Product Development***

*Jan 2024 - Sep 2024*

Managed team of 8 engineers delivering SaaS product. Defined roadmap with business and design teams.

Integrated vector embeddings with Kafka pipelines. Built CI/CD pipelines using GitHub, Jenkins, AWS.

*IBM India Software Labs,* ***Software Engineer (AI & Data Governance)***

*Feb 2017 - Jan 2024*

Managed eDiscovery & WKC data pipeline team (10 engineers). Deployed on-prem LLMs using Mistral + Prompt AI.

Improved customer satisfaction by 25%, reduced support 60%. Designed event-driven catalog improving lineage by 70%.

Built Watson Search recommender (REST, Cloudant, ELK).

*ADP,* ***Consultant***

*Feb 2017 - Jan 2024*

Enhanced scalability using OOP design patterns. Supported modernization of HRM SaaS product.

*Pramati Technologies,* ***Senior Development Engineer*** Developed microservices for analytics and procurement. Contributed to low-code platform (WaveMaker).

*eGain Communications,* ***Frontend Dev (HTML, CSS, JQuery, Bootstrap)***

*TCS,* ***Web App Development (Spring, JavaScript, CSS)***

# SKILLS

Product Management: Agile (Scrum), Roadmapping, Stakeholder Alignment • Leadership: Team building, mentoring, cross- functional collaboration • AI/ML: IsolationForest, Scikit-learn, Vector Embeddings, Semantic Search, LLM Deployment • Architecture: Distributed Systems, Event-Driven, Microservices, GraphQL, Spring Boot • Cloud/Data: AWS (RDS, ECS, S3), Kafka Streams, CockroachDB, DB2, ELK, Spark • DevOps: CI/CD (Jenkins, GitHub), Kubernetes, Docker, Helm • English – Professional • Hindi – Native

**EDUCATION:**

**National Institute of Technology, Srinagar (2004-2008)**