Brillo Babu – MCAD, CSM

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Professional Summary:

- Strategic Engineering manager with 20+ years of progressive IT experience, specializing in SaaS platform delivery for $400M+ revenue organizations and managing $2M - $5M Capex portfolios.
- Pioneered GenAI/AI-first SDLC strategy across the engineering portfolio, driving measurable improvements in quality, speed, and developer experience.
- Proven People Manager with 12+ years' experience - grew team size by 200%+ (6 to 20+) while increasing performance by 25% through mentorship, coaching-first leadership, and structured development.
- Expertise in high-trust delivery using AWS/Azure, CI/CD pipelines, and implementing cyber assurance frameworks (SOC 2/NIST/ISO 2700x) for highly regulated industries (Healthcare, Aviation, Insurance).

Work Authorization and Location: NZ Permanent Resident / Approved NZ Citizenship (Work Authorization: Unrestricted in NZ) | Willing to Relocate (Currently Auckland-based).

Certifications & Compliance: Certified Scrum Master (CSM) | PMP | ISO/IEC 27001:2022 ISMS (Ongoing) | NIST CSF (Ongoing) | No Code AI/ML (MIT) | MCAD.

Education: M.S., Information Technology - Southern New Hampshire University, USA | B.S., Information Technology - Cochin University, India.

Professional development: Information Systems Management (Harvard University) | IT Portfolio Management (Stanford University).

Key Skills & Expertise:

Technology Leadership | Team Growth | Resource Management | Mentorship| Technical Project Management | Product Management |Recruitment | Hands on Coding | Strategic Planning | Product Roadmap | Portfolio Strategy | SaaS | Agile Development | Application Architecture.

Core Competencies

AI & Innovation: Generative AI Strategy (LLMs), AI-Assisted Delivery (Cursor AI, GitHub Copilot), Agentic Systems Development (Copilot Studio), Prompt Engineering, AI Governance Guardrails.

Agile & Teams: Squad facilitation, Sprint planning, Definition of done, Dependency mapping, Backlog refinement, Task Prioritisation.

Tools & Cloud: AWS, Azure, Terraform, Docker, Azure DevOps, Jira Company Managed, Confluence, MS Project, GitHub, Miro, Lucidchart, Visual Studio, VS Code.
Development: C#, ASP.Net, .Net Core, JavaScript, React, Vue.js, REST APIs, SQL Server

Work History:

Engineering Manager & IT Delivery Head

UP Education, Auckland, New Zealand   *(July 2024 - Present)*

UP Education is the largest private tertiary provider in New Zealand and is rapidly expanding in Australia. We operate over 50 campuses across 15+ locations in both countries with annual revenues exceeding $400 million. I report to the Group CTO and oversee software delivery for various projects and our custom multi tenanted learning management platform within UP Education. I was entrusted with leading the delivery of entire IT portfolio (projects, programs, product), this includes custom software development and integrations with multiple third-party applications, such as Learning Management Systems, Student Management Systems, Stripe, and Dynamics 365. Our projects are integration-heavy across systems such as Learning Management System (Moodle, Canvas...), Student Management System (Selma, Meshed, EBS), CRM (D365, HubSpot, Salesforce), finance (D365, MYOB, Xero...), ERP (TechOne) and identity platforms (AD, AWS Cognito). I also reviewed Statements of Work (SOWs) from third-party vendors and collaborate with external technical contractors on various ad hoc discovery and architecture readiness initiatives.

Responsibilities:

- Directly manage complex IT projects, including application replacements, large-scale data migrations, system integrations, and legacy system decommissioning across subsidiaries.
- Oversaw delivery pipelines built on continuous integration and deployment practices, ensuring quality and predictability.
- Led the engineering team and project managers, overseeing hiring, mentoring, performance management, and delivery across multiple agile squads.
- Managed delivery across multiple agile squads using hybrid agile methodologies tailored to divisional roadmaps and release cycles.
- Championed engineering best practices, QA automation, and DevOps adoption to improve release velocity and system reliability.
- Champion a culture of delivery excellence, collaboration, and transparency across IT and business teams.
- Led the transition to a centralized company managed Jira environment, implementing custom workflows, automation rules, and structured boards to support agile delivery.
- Oversaw IT contracts, including the technical evaluation and final selection of the primary LMS vendor, ensuring contractual alignment with the program's strategic deliverables and risk profile,

The technologies & tools to build our core applications are Azure Services – (App Services, VMs, Front door, Storage, SQL Database, Insights, Azure DevOps, Logic Apps), Terraform, D365, C#, Ruby on Rails, Power Apps, Dataverse, Power BI, Moodle, PHP, MySQL, React, Vue.js, Typescript, Docker, GitHub Co-pilot, Cursor AI, ChatGPT

Achievements:

- Spearheaded Enterprise AI Adoption: Reduced status query overhead by 80% by personally building and deploying a custom GenAI Agent Knowledge Management solution (Copilot Studio) for senior leadership.
- Accelerated Time to Resolve: Improved Mean Time to Resolve (MTTR) and reduced staff-handled query volume/resource costs by enabling autonomous troubleshooting via a GenAI-driven data summarization tool.
- As Delivery Lead, built an AI-Native SaaS platform foundation using Agentic AI, achieving build times measured in hours, not weeks/months.
- Increased release stability and reduced post-release testing by 70% by implementing automated CI/CD gating, smoke tests, and robust QA strategies.
- Drove engineering delivery and people growth across multiple agile squads, overseeing hiring, mentoring, and performance management for key roles.
  Managed a complex IT portfolio including application modernisation, large-scale data migrations, and the technical evaluation/selection of a primary LMS vendor, ensuring contractual alignment and risk mitigation.

Engineering Manager / Head of Engineering (SaaS Platform & IT Delivery)

Javln, Auckland, New Zealand   *(Aug 2021 - July 2024)*

At Javln, an insurance-focused SaaS product development company, I led and grew an engineering team of 20+ developers, team leads, technical leads, testers, and application architects, fostering a culture of collaboration, accountability, and delivery excellence. I was responsible for not only guiding engineering practices and ensuring teams were structured for success, but also for recruiting, mentoring, and developing international talent to build a high-performing, motivated team. Working hands-on with program management, I helped align technology initiatives with business goals and supported the team in delivering complex projects efficiently. Our teams operated using a tailored hybrid agile approach, leveraging Jira, Confluence, and marketplace tools to ensure smooth task management, reporting, and alignment with product roadmaps.

The technologies & tools to build our core application are Ruby on Rails, AWS, Oracle, React, Vue.js, LinearB, Typescript, Smartsheet, Docker, Lucid chart, Sonar Cloud, GitHub Co-pilot.

Responsibilities:

- Provide leadership and people management to Engineers, promoting excellence in engineering practices using industry best practices.
- Guide, coach, and mentor team members by creating an environment of continuous improvement and managing people across multiple squads.
- Managing remote teams and collaborating with cross-functional teams to define best practices to drive innovation and continuous improvement.
- Work closely with the Product team to define, plan, and execute the technology roadmap.
- Shared responsibility with the CTO for implementing the company's culture, strategy, and vision within the technology team.
- Negotiate constructive outcomes with key stakeholders for the implementation of capability strategies and managing technical debt whilst balancing demand priorities for competing initiatives in customization projects and product features.

Achievements:

- Successfully scaled the Engineering team by over 200% (from 6 to 20+ resources), managing organizational change with minimal disruption to project progress.
- Reduced software development cycle time and reduced post-release defects by 15% by standardizing on containerization, QA automation, and robust CI/CD practices (Bitbucket Pipelines).
- Drove technology compliance initiatives (e.g., SOC 2 readiness) and mobilized engineering initiatives to support continuous risk reporting to executive leadership
- Secured cost-effective engineering resources with 15% cost savings by negotiating favorable vendor contracts and strengthening key relationships.
- Enhanced team performance by 25% through regular evaluations, implementation of new software productivity tools, and a formal feedback and mentorship system.

Sr. IT Consultant

Capgemini (formerly Intergen), Auckland, New Zealand   *(Nov 2020 - Aug 2021)*

This was my first role after relocating from the US to New Zealand, a great foot in the door that helped me get familiar with the local tech landscape and organizational culture. I joined Intergen to work on a high-profile Microsoft project, where I was hands-on in building core functionality and delivering outcomes for a global events platform.

- Served on the leadership team for a critical Microsoft project, successfully delivering a global events platform that hosted CES 2021 for 400K+ online users
- Led development using the latest stack: React (frontend upgrade), .Net Core Web APIs, and extensive Azure cloud services (Azure Search, Insights, CDN, Service Bus Queues, Redis/SignalR).
- Drove engineering excellence by utilizing Azure DevOps and Agile methodology to manage the full SDLC, ensuring rapid, flexible feature deployment via extensive use of feature flags.

Software Development Manager & Technical Leadership

KBR (formerly SGT) Cambridge MA, United States   *(Aug 2013 - Oct 2020)*

I worked on a federal aviation project at the Research and Innovation for Transportation Administration (RITA). I was involved in a project called Safety Assurance System (SAS); this is a decision support system utilized by FAA inspectors in support of the oversight of the civil aviation industry. This system was developed as a service-oriented, loosely coupled framework based on domain-driven design principles. Apart from supporting operations and maintenance activities for our current project, we converted our legacy application to use more recent technologies like Angular 7.0, ASP.NET Core, Web API, Typescript and HTML5.

The technologies used are C#, Azure, AWS, ASP.NET, Angular 7.0, Jenkins, ASP.NET Core, Web API, Typescript, Silverlight, SharePoint, MVVM, MVC, WCF, Entity Framework, Docker, SQL Server, Terraform, Dev-Ops, Team Foundation Server, Visual Studio, Microsoft Project, Microsoft Visio.

Responsibilities:

- Accountable for the engineering team, including process reengineering to develop standardized processes to manage risk, software deployments, and recruitments.
- Workforce planning and software budget management.
- Remediation of technical project risks and report on KPI for the team.

- Lead technology improvement initiatives and agile process refinement.
- Build and maintain project dashboards for a high-level view of the project status.
- Provide technical and architectural assistance to the team.
- Involved in the development of complex rule engines and system design.
- Involved in end-to-end recruitment processes with a focus on hiring, leading, and retaining the best talent.
- Organize and lead scrum meetings for the teams. Coordinate Agile rituals like sprint planning, refinement, retrospective, and post-mortem analysis and work with QA teams to deliver quality software.
- Research IT vendor competencies and review their latest technology offering.

Achievements:

- Reallocated resources to a critical federal aviation project (FAA Safety Assurance System), successfully reducing the project timeline by 20% without exceeding the budget
- Improved team morale and productivity by 20% through formal mentorship, team-building activities, and career advancement opportunity advocacy.
- Led the modernization of a legacy aviation system, developing a scalable, domain-driven rule engine (C#/.NET Core) integrated with the UI for complex decision support.
- Conducted PoCs for Big Data and AI, and implemented Azure Dev Ops with Canary deployments for application modernization initiatives.

Software Development Manager / Application Architect / Sr. Systems Analyst

Highdata Software Corp Salem NH, United States   *(June 2006 - Aug 2013)*

I worked as an IT consultant for different companies. My responsibilities included working as technical manager, team lead, systems analyst, and application architect on different projects involved in building enterprise applications for the travel, insurance, and healthcare industries in and around the greater Boston area.

- Managed technical teams and provided solution architecture for customer-facing applications.
- Led the development of enterprise applications using C#/.Net, SQL Server, MVC, and WCF architectures.
- Involved in PoCs for emerging technology areas including IoT (MQTT) and Big Data (Azure HDInsight).

The technologies used as part of this role are: C#, Visual Studio, SQL Server, ASP.Net, SVN, Nunit, NHibernate, Spring.Net, Visible Analyst, Visio, MS Project, SharePoint, AWS, Azure SQL Anywhere, Mercury Test Director, Ndoc, Nant, Python.

Prior Experience: Before joining Highdata software, I worked as a software engineer & team lead from 2003 to June 2006 in different IT organizations.