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Top Skills

Executive Leadership
Executive Management
Stakeholder Management

Certifications

Microsoft Certified: Azure AI
Fundamentals

Arsalan Sarwar

Engineering Executive | Agile Transformation Leader | Scaling High-Performance Global Teams Through AI & Cloud Innovation | 250+ Global Team | \$60M+ P&L
Bradford, Ontario, Canada

Summary

I'm a hands-on and authentic technology leader with 20+ years of experience building high-performing, empowered and scalable engineering teams that align closely with strategic business outcomes. I thrive in fast-paced environments, known for driving change through adaptability, perseverance, and a value-driven mindset focused on measurable delivery.

An early adopter of AI in enterprise engineering, I actively integrate GenAI solutions to accelerate product delivery, modernize legacy platforms, and enable data-informed decision-making at scale. My work blends innovation and practicality—transforming ideas into scalable, AI-powered systems.

I hold certifications in Data Science and Machine Learning (University of Waterloo, University of Toronto) as well as Microsoft AI, and I apply this knowledge to solve real business problems using emerging technologies.

What I focus on:

- Leveraging certifications in Data Science, Machine Learning (University of Waterloo, University of Toronto) and Microsoft AI to drive innovation by solving business problems using emerging and scalable & enterprise ready AI solutions
- Applying AI-assisted development tools (Anthropic Claude, Google, OpenAI) and test automation using GitHub Actions CI/CD pipelines to improve engineering velocity by 40%
- Cloud-native architecture development and deployment (Azure, Kubernetes, AWS, OCP, GCP, IaC)

- Pioneered AI-first platform innovation using RAG-based automation and GenAI-assisted development to enhance both customer experience and engineering throughput as well as LLMOps for automation in systems
- Champion team development through coaching, mentorship, and psychological safety, building resilient, high-impact teams that deliver scalable, market-ready technologies.

Experience

TELUS

Senior Director Engineering, Health Benefits Management (Public and Private Sectors)

March 2015 - Present (10 years 3 months)

**** Engineering Leadership: Claims Platform Modernization and AI-Driven Transformation**

- Led enterprise-wide agile transformation, driving \$60M+ P&L and 250+ global engineers.
- Defined multi-year AI/tech strategy modernizing claims platforms, aligning with SOC 2, SOX, and ISO standards.
- Partnered with C-suite to align tech, product, and business OKRs—accelerating launches and market impact.
- Championed agile, AI-first culture, doubling release velocity and scaling teams via mentorship and continuous improvement. Introduced observability with real-time dashboards, boosting performance insights.
- Spearheaded GenAI and cloud-native adoption, driving 30% uplift in engineering efficiency. Known for data-driven leadership, using KPIs and analytics to optimize velocity, quality, and productivity.

**** Strategic Modernization & Cloud Transformation**

- Drove platform modernization by aligning with finance, legal, and compliance teams to meet governance and regulatory standards.

- Advanced engineering rigor through TDD, shift-left testing, and CI/CD via GitHub Actions—improving quality and cutting rollback rates by 30%.
- Led high-stakes negotiations, including a three-way Managed Services SOW, ensuring stakeholder alignment. Designed hybrid cloud architecture (Azure, AWS, on-prem) for scalable, compliant claims processing.
- Enabled data democratization with secure, self-service analytics and access controls. Represented TELUS Health at forums and town halls, sharing AI and modernization insights.
- Mentored senior engineers and contributed to leadership development programs, fostering a culture of high performance and innovation.

Aon Hewitt

Director of Information Technology

November 2010 - March 2015 (4 years 5 months)

- Collaborated with business teams to enhance solutions based on market trends, driving competitiveness and cost-effectiveness resulting in win of 10 new benefits clients and \$ 2 million net new yearly revenue.
- Led the design and delivery of a new high-availability system for data and transaction integration across benefits and pension platforms. This brought down manual operational costs by \$ 500K / year.
- Streamlined operational processes, defect management, and change control with offshore teams, while implementing industry best practices for agile software delivery.
- Spearheaded the consolidation of redundant systems, saving \$2 million in infrastructure and licensing costs
- Setup a brand new office in Gurgaon India and stayed for 1.5 months training a team of 15 FTE daily. This resulted in reduction of our per day cost from CAD \$ 550 to CAD \$ 350.

Hewitt Associates

Development Manager

September 2005 - June 2010 (4 years 10 months)

- Led on-time, high-quality implementations of the Flex System 5 Benefit & Pension system across Canada, Latin America, and India, ensuring budget compliance of \$250K.
- Managed technical design, development, and support for key systems, including end-to-end SDLC (Waterfall), and implemented Single Sign-On services using SAML for seamless employee logins.
- Provided regular project updates to executives, senior managers, and stakeholders
- Researched and evaluate new technology solutions with various vendors to drive operational improvements.

Computer Sciences Corporation (CSC)

Application Maintenance

April 2001 - August 2005 (4 years 5 months)

- Responsible for creating application scripts, resolving server issues, contacting vendors for application and server support in a windows and a unix environment.

Education

Microsoft Azure

Certification, Azure AI Engineer (AI-102) · (2024 - 2025)

University of Waterloo

Certification, Data Science and Machine Learning · (2022 - 2023)

Google

Certification, Cloud Digital Leader · (2022 - 2022)

Concordia University

Bachelor of Computer Science, Application Development · (2002 - 2005)

Lasalle College

Systems Programmer & Analyst Certification, System Analysis · (2001 - 2002)