

# Hanish Patel

## Technology Director

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### PROFESSIONAL SUMMARY

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As a hands-on IT leader, I am highly self-driven, adaptable, and quick to integrate into new environments. With 20+ years of IT experience—including 7+ years in team leadership, strategic planning, and innovation—I bring a practical, results-oriented approach. I have a strong track record in project and process management, and I've led continuous improvement through data-informed decision-making, resulting in measurable process enhancements and increased engineering productivity. This includes introducing GitHub Copilot, providing structured team training, and using KPI-driven adoption strategies to ensure sustained impact.

### RELEVANT WORK EXPERIENCE

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#### Harbourvest Partners, Boston, MA

2021 – Present

##### Director of IT

- Orchestrated cross-team initiatives to pilot and then implement the GitHub Copilot AI solution for development engineers. The anticipated implementation of this solution is projected to enhance software developers' productivity by a minimum of 20%. Implemented AI tools for automating documentation, functional testing, and code reviews to boost developer productivity.
- Successfully led a team in evaluating various chatbot solutions and participated in implementing the most suitable option within the current toolset, utilizing Azure AI Text Search, M365 Copilot, and Python-based Azure Web Jobs. This initiative enhanced information retrieval for company employees, significantly improving operational efficiency. Furthermore, the team is conducting proof of technology to develop a Local LLM for potential future internal use cases.
- As an Enterprise Architecture leader, I partnered with a diverse cross functional team to develop a demo AI agent using the OpenAI Agent SDK, OpenAI SDK, Python, and Azure OpenAI LLM and embedding services. The solution generated an investment committee presentation deck, including research-driven content for specific deals and funds. Once productionized, this capability has the potential to significantly reduce preparation time for each investment strategy team.
- Effectively led cross-functional efforts to design and implement a cloud-based containerization strategy and develop core application architecture components—including microservices, shared front-end services, and back-end data access layers—leveraging Microsoft Azure. This standardized application development and deployment processes, improving efficiency and accelerating time-to-market for new features and solutions.
- Successfully led a core architecture and integrations sub department responsible for budgeting and team building, also accountable for ensuring a technology implementation that is seamless, near-real-time data transmission across multiple enterprise core applications, supporting critical day-to-day business operations using cloud-based event driven design that utilizes Azure Web Job, Azure Functions, API Management etc. Through process and policy enhancements, we achieved over 25% in budget cost savings while delivering all roadmap initiatives on schedule within a year.
- As the new co-chair of the Architecture Review Board, advanced the board's maturity to effectively govern the architecture of applications across multiple IT departments and their integrations. Streamlined the review process, reducing overall time by more than 50%, ensuring alignment with business timelines. Additionally, developed AI policies, principles, and standards to address the requirements of emerging AI/ML technologies and architectural needs.

#### Advisor 360, Weston, MA

2019 – 2021

##### Team Lead

- Led a cross-functional initiative to implement OKTA Single Sign-On across the entire product stack, enhancing security and user experience for the company.
- As a team lead and lead developer, we designed and participated in the implementation of multi-tenancy for various company products such as Client Goals and Proposals. This involved using technologies like C#, .NET Core, Angular 6.0, TypeScript, SQL Server 2016, RESTful API, JavaScript, and CSS, enabling the company to offer these products as SaaS solutions.

- Successfully directed the migration of multiple team project repositories from TFS to Bitbucket and transitioned from TFS-based tools to JIRA and Confluence, streamlining workflows and improving collaboration.

## **Lionbridge, Waltham, MA**

2017 – 2019

### **Principal Software Engineer and Scrum Master (Team Manager),**

- Established standards for documenting processing activities and managed software releases for the Translation Management System, a core business application.
- Successfully led the research, design, and participated in the implementation of multiple stateless Python microservices to facilitate the migration of PDFs to text files using optical character recognition. This project was executed utilizing Visual Studio, C#, .NET Core, Application Insights, microservices architecture, and Swagger documentation.
- Developed a comprehensive performance monitoring system to track metrics such as transaction counts and deadlocks, along with their time series data. This initiative improved system stability and reduced production issues by 20% year-over-year through the implementation of Grafana, Prometheus, and SQL Server Scheduling.
- Implemented a shift-left strategy to develop automated tests at the beginning of sprints, improving testing efficiency and enabling continuous delivery of code to production.

## **EveryScape Inc, Newton, MA**

2015 – 2017

### **Sr. Software Engineer**

- Designed and developed an E-commerce site called Scape Kit, where users can subscribe and utilize various features such as viewing virtual tours and sharing them live. This was achieved using Visual Studio, C#, Angular, JavaScript, Bootstrap, HTML5, CSS3, JSON, Web API, SQL Server 2008, SaaS, and MVVM design.
- As a Senior Software Engineer, I led a team of developers and QAs in designing and developing the Scape Kit Android app. This app provides access to various user-created tours and displays them in Virtual Reality/360° using the Android Development Kit, XML, Java, and SQLite."

## **Boston Mutual Life Insurance, Canton, MA**

2010 – 2015

### **Project Lead and Lead Software Engineer**

- Led the architecture, design, and actively participated in implementation of a web enrollment system with an intelligent team. The system integrates seamlessly with third-party platforms, requiring minimal to no customization for various insurance products. Due to its stability, efficiency, and scalability, it processed over 40 million transactions in a high-enrollment quarter using C#, .Net, SQL Server 2008, SSRS, JavaScript, HTML.
- Collaborated to enhance the agent web portal and commission system, leading our development team to design and create a responsive, state-of-the-art web platform. This platform allows agents to seamlessly access their portal across multiple devices without any issues using MVC 4.0, C#, SQL Server 2008, SSRS, JavaScript, HTML5, JQuery, Visual Studio, .Net Framework 4.5, Razor, Entity Framework 5.0.
- Successfully led a team of developers and quality assurance professionals to design and implement a new company website, significantly aiding the marketing team in improving client engagement.

## **Multiple Software Engineering Jobs**

2000 – 2009

### **Software Engineering roles**

- Worked at multiple companies as a software engineer, contributing to the programming and development of various web-based and Windows-based applications, primarily utilizing Microsoft technologies such as C#, VB.Net, Visual Studio, Web APIs, and Windows Applications in VB.Net.

## **EDUCATION**

### **University of Phoenix**

2012

Master of Business Administration — Specialized in Technology Management

### **Dharamsinh Desia University**

2006

Bachelor of Computer Applications

CERTIFICATION

AI Engineer MLOps Track: Deploy Gen AI & Agentic AI at Scale	2026
AI Engineer Agentic Track: The Complete Agent & MCP Course	2025
Machine Learning and AI with Python from <b>HarvardX Online</b> (In Progress)	2025
Technology Leadership from <b>Cornell University</b> , Online	2024
Exercise Leadership: Foundational Principles from <b>HarvardX</b> , Online	2024
Advanced Leadership Certification from <b>The National Society of Leadership and Success</b>	2021
Microsoft Certified Azure Fundamentals from <b>Microsoft</b>	2021
Data Science and Machine Learning from <b>IBM (online edX using Python)</b>	2020
AWS Developer Building on AWS from <b>AWS (online edX)</b>	2018
Analyzing data with Python	

SKILLS

**Technical Skills:** AWS Bedrock AgentCore, SageMaker, Terraform, Git Actions, React, NextJS, Google Cloud Platform, AWS Bedrock, AWS App Runner, Azure Function App, ECR, Cloud Engineering, AKS, OpenAI Agents SDK, Microsoft Copilot Studio, Azure Foundry, Crew AI, LangChain, LangGraph, AutoGen, MCP, Data Science and Machine Learning, Python, C#, .Net Core, Angular, GitHub Copilot, .Net Core, ASP.Net, ADO.Net, V.B.Net, V.B. 6.0, C, C++, Java, Objective-C, SSRS, SSIS, SSAS, MVC 2.0/4.0, Visual Studio, HTML5, JavaScript, typescript, JQuery, Angular 5, CSS3, MVVM, SaaS, Web Services, RESTful API, Microsoft SQL Server, SQLLight, Oracle 8i, MS Access, MySQL, Linux 7.x, Windows 95/98/2000/NT/XP/7, Entity Framework 4.0/5.0, DotNetNuke, CMS, Apache, Tomcast, TFS, GitHub, Atlassian, JIRA, Jennings, Xcode, ADK, Grafana, Prometheus

**Leadership Skills:** Problem solving, Decision making, Vision and Strategic Thinking, Team Building, Adaptability, Accountability

**Languages:** English, Gujarati, Hindi