
Hands-on lead with 15+ yr experience, adept in building AI/ML powered Cloud-native, SaaS products serving B2B, B2C users in **Security, Fin-Tech, Enterprise Systems domains** at Startups, Enterprises

- Built Communications Platform, Contact Center to **unify, analyze, search 1B+ /d omni-channel** Conversations made with 100M+ contacts, **AI LLMs to inferring insights**. Migrated 200k+ accounts with **99.99% uptime, reducing 2x costs**
- **Doubled ARR to \$40M**, building privacy, federated identity management services using SSO, MFA, OAuth, integrated with IDPs, SCIM for auto provisioning, SIEM for threat detection, for B2B, B2C users, compliant with GDPR, SOC2, Data Governance
- Architect, led development of cloud-native platforms, uniform UI/UX leveraging Data Driven **microservices, REST, GraphQL, AWS, Observability, CI/CD, ELT, Data Lakes, DevOps**. Scaled to handle 5x growth, reduced OpEx, improved performance by 3x
- Championed **ML driven fraud detection models**, image recognition, reducing risk, losses by 20%. AI agents for data scraping & risk scans, analytics
- Mentored, grew the team from 5 to 20+ including Dev, QA, SRE, Data Engineers across geographies, set OKRs, KPIs, SLOs, increasing productivity by 2x

WORK EXPERIENCE

Technical Consultant: Advise, mentor pre-seed entrepreneurs providing technical direction, solutions, develop AI Agents (cisa-advisor, legal-advisor, newhire-advisor)

Senior Engineering Manager

Head the group in building analytics, services to remove personal data of B2B, B2C users from online

- Architect, development of identity management, unified provisioning using AAA, SSO, RBAC, SCIM
- Championed in building public API, streamline and optimize various privacy services, adhering to GDPR, SOC2 compliance, integrate with Stripe for billing, increasing productivity and quality by 3x
- Envisioned and lead development of agentic RAGs for scraping, risk scans, integrating with SIEM

Senior Engineering Manager

Managed 3 teams to unify and analyze Conversations made across SMS, Chat, Audio, Video, Email

- Led development of services to unify 10B+ /mo conversations with 50M+ contacts across channels, integrate with AI LLM Models to classify and infer topics and sentiment
- Directed building of Contact Management, process 10K/s events across channels, sync from O365, Google, auto resolve 3M+ /day unknown contacts increasing traction by 25%
- Evangelized across groups in adopting micro frontends, migrating React ui to use Typescript lowering bugs by 2x, employ instrumentation for better observability, telemetry
- Spearheaded a cross functional initiative in migrating 100K+ customers from legacy to new platform achieving 50% reduction in operational costs and with 99.99% uptime

Engineering Director

- Directed development of a Fin-Tech platform with GraphQL API, GUI widgets to enable developers and business to build, deploy financial services like ACH, KBA, KYC within days

- Developed real time provisioning of entitlements, by async processing Territory, Audience events.
- Championed standardization of entitlements, Automation across apps reducing dev cycle by 25%

Director of Engineering

Led 3 teams, group of 20+ in the development of AWS based Cloud native Lending Software

- Architect, develop loan processing services, incorporating Govt Regulatory Compliance rules, adopted ML risk models, data pipelines to prevent fraud thus lowering losses by 20%
- Championed in optimizing resource utilization adopting Kubernetes, development of dashboards, analytics, slashed partner onboarding time by 3x thus saving costs by 20%
- Led development of a mobile App, payment services, within a quarter to meet holiday rush, tools for analyzing funnel, AB Testing, increasing user conversion by 5x
- Instrumental in setting strategy, roadmap, OKRs, hiring rubric, establishing SLAs, 24x7 on-call support by collaborating with C-Staff. Tuned Sentry issues reducing pager duty alerts by 3x

Software Engineering Manager II

Managed a group of local, remote engineers in on-time delivery of Management Center, and Virtual Scale Out products from POC to Production with \$MM increasing revenue

- Led development of Java REST Services for system management, data replication, backup onto public Clouds (AWS, Azure, GCP), analytics to predict usage and reduce costs by 3x
- Instrumental in the development of Web Services for managing and monitoring of System Health, Multi-Tenancy, Analytics, Visualization of Trends in Performance and Utilization. Re-architect and refactoring of GUI framework, evangelized adoption across products
- Directed design and development of Identity Management, RBAC, Threat Modeling framework for generating customizable reports reducing overhead by 50%

SKILLS

- Python, Java, Golang, TypeScript, ReactJs, Node, REST, GraphQL, SSO, OIDC, OAuth
- PostgreSQL, Cassandra, Redis, Spring, Elastic Search, Snowflake, Kafka, Fivetran, DBT
- LangChain, LlamaIndex, Pinecone, LLMs (GPT, Mistral, HuggingFace), TensorFlow
- AWS, GCP, Kubernetes, Docker, Jira, Jenkins, Grafana, Terraform, CI/CD

EDUCATION

M.S Software Engineering Management, SJ

CERTIFICATIONS

Project Management Professional (PMI-PMP), Agile Scrum Coach