



# JOJI VARGHESE

PRINCIPAL AI (SOLUTIONS) ARCHITECT • NEW YORK, UNITED STATES • 6468287660

## ◦ DETAILS ◦

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## ◦ LINKS ◦

[LinkedIn](#)

## ◦ SKILLS ◦

Generative AI & LLM Solutions  
(Azure OpenAI, CoPilot, Semantic Kernel)

Cloud-Native Architecture (Azure, AWS, Kubernetes, Serverless)

MLOps, Vector Search, Recommendation Engines

NLP, Speech AI, Real-Time Data Processing

CI/CD, IaC (Terraform, CDK), Agile Delivery

Stakeholder Engagement & Executive Strategy

Well-Architected Reviews, AI/Cloud Cost Optimization

Technical Enablement & Cross-Team Collaboration

## • PROFILE

Strategic and technically accomplished Principal AI Solutions Architect with 20+ years of experience in building scalable, cloud-native, and AI-powered platforms across Microsoft, AWS, and global enterprise environments. Proven expertise in Generative AI, LLM/NLP architecture, MLOps, and enterprise modernization. Adept at bridging business and technology, engaging with executive stakeholders, and translating complex challenges into impactful AI-driven solutions that boost performance, efficiency, and user satisfaction.

## • EMPLOYMENT HISTORY

### Senior Cloud Solution Architect – Lead at Microsoft (Azure – Mission Critical), New York March 2022 — Present

- Led the integration of Azure Semantic Kernel and CoPilot to deliver scalable Generative AI solutions, cutting manual workflows by 40% and achieving 50% enterprise adoption of AI.
- Designed and deployed AI-driven customer experience platforms with Conversational AI and Virtual Assistants, improving digital response times by 40%.
- Developed and optimized LLM and NLP pipelines on GPU-enabled Azure infrastructure, achieving a 30% performance uplift.
- Delivered PoC solutions for AI-based recommendation and real-time data systems - 80% transitioned to production.
- Collaborated with C-level executives to define AI roadmaps, increasing Azure usage by 50% and boosting customer satisfaction by 30%.
- Implemented MLOps pipelines using Azure ML and Kubernetes, reducing deployment time and increasing system reliability.
- Conducted workshops and developed technical collateral to accelerate AI best practice adoption across customer and partner ecosystems.
- Partnered with Azure engineering and product teams to drive feature development based on real-world feedback and solution wins.
- Tuned and optimized GPU-accelerated AI workloads for high performance on next-gen architectures.
- Performed Well-Architected Reviews for critical AI workloads, raising system uptime to 99.9% and reducing costs by 20%.

### Senior Cloud Application Architect at Amazon Web Services (FinServ), New York September 2019 — March 2022

- Led well-architected reviews, enhancing cloud efficiency by 20% across financial services engagements.
- Accelerated product delivery by 30% via cloud-native innovation and PoC conversions (80% success rate).
- Engineered microservices using EKS/ECS, and deployed REST APIs in Python/TypeScript, reducing ops costs by 40%.
- Orchestrated serverless architecture modernization using CDK, Terraform, and CI/CD, improving delivery speed by 35%.
- Refactored legacy billing platforms into scalable, event-driven serverless solutions, reducing errors by 20%.

### Cloud Engineer at Avaya, New York January 2019 — September 2019

- Deployed CCaaS to AWS/VMware with 99.8% uptime, cutting costs by 15%.
- Built global UC/CC deployment templates adopted in 20+ countries.
- Enhanced functionality through SDK-based customization using Python, Flask, Angular, MERN, improving satisfaction by 40%.

### Technical Consultant at Zuora, New York October 2018 — January 2019

- Implemented Zuora API-based solutions across 40+ clients, improving workflows by 25%. Integrated Salesforce CPQ with Zuora, boosting sales automation by 20%.

### Software Consultant at Avaya, New York January 2012 — October 2018

- Led global deployment bootcamps and customer PoCs across 500+ engagements.
- Developed UC/CC apps on Avaya Breeze, improving app performance by 35%.
- Recognized with Circle of Excellence Award for delivering Home Depot's next-gen IVR platform.

### Software Engineer at Fidelus Technologies, New York April 2011 — January 2012

- Created enterprise telephony apps in Java, C#, PHP, boosting efficiency by 40%.
- Used Agile practices and lifecycle tools to streamline delivery timelines by 30%.

### Solutions Architect at Avaya, New York April 2000 — March 2011

- Led design validation and certification for global enterprise deployments, reducing integration issues by 25%.
- Designed J2EE-based IVR platforms and qualified partner deployments, enhancing delivery efficiency and partner readiness.

## • EDUCATION

M.S. Computer Science, Georgia Tech, College of Computing

M.S. Electrical Engineering, Kuwait University, Kuwait

B.S. Electronics & Telecom Engineering, MIT India