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Profile

With over 23 years of expertise across consulting, presales, support, and services, I specialize in aligning technical solutions with client needs to drive revenue growth and elevate customer satisfaction. I am proficient in analyzing complex challenges, designing tailored solutions, and leading cross-functional teams to achieve business objectives. I have extensive experience architecting large-scale system, including Data & AI solutions (including Generative AI), application modernization, and integration architectures. I have proven ability to deliver impactful, innovative strategies across diverse markets in ASEAN, India, and Australia. I am skilled in delivering customized, outcome-oriented solutions that address business challenges and unlock new opportunities.

Education

- Master's Degree in Computing – University of Western Sydney, Australia (1999–2000)
- Graduate Diploma in Commercial Computing – University of Western Sydney, Australia (1998)
- Bachelor's Degree in Engineering – Madras Institute of Technology, Anna University (1994–1997)
- Bachelor's Degree in Physics – American College, Madurai, India (1991–1994)

Certification

- Open Group Certified Architect (via IBM)
 - Certified Kubernetes Application Developer (CKAD)
 - Azure Cloud Certified
 - IBM Cloud Paks certified with over 50 professional badges ([View Badges](#))
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Professional Experience**IBM Consulting****Solution Consultant (2022 – Present)**

I work as a Solution Consult with focus on Data & AI Architecture. In this role I design large-scale enterprise data architectures using both commercial and open-source Data Analytics technologies. Some of the projects I have done are:

- Architected an on-premises Generative AI solution with detailed Infrastructure and Deployment Architecture using Red Hat OpenShift.
- Translated business requirements into detail solutioning designs for private cloud Engagements
- Designed a big-data warehouse system for a financial institution, addressing non-functional requirements such as availability, backup, and disaster recovery (DR).
- Developed an internal Audit Application leveraging Retrieval-Augmented Generation (RAG) with IBM Granite Model and Python Flask framework.
- Delivered a proof-of-concept on Agentic Framework using Crew AI and watsonx.ai, integrating Llama and IBM Granite large language models.
- Authored & published comprehensive solution guidance for IBM Consulting teams on IBM Data & AI products (IBM watsonx.data and watsonx.ai which includes reference architectures, sizing, and deployment options)

- Conducted workshops and enablement sessions on Generative AI, IBM Data & AI Platform, and emerging technologies like Quantum Computing.
- In several engagements I also advised IBM delivery teams on enhancement in AI model lifecycle, compliance, transparency, and ethical use of AI.

IBM Software & Microsoft

Technical Sales Architect (2021-2004)

Over the period of 15+ years, I worked primarily on Data, AI and Devops products, driving product sales and engineering/presales. The role involved understanding customer business requirements by assessing the customer's application & data estate, their business priorities and IT success metrics and proposing suitable IBM Solution and Services. They key drivers from prioritizing customer satisfaction and ensuring solution excellence.

I performed following activities in the Technical Sales Data Science & AI role are:

- Designed and developed proof-of-concept (POC) solutions to demonstrate feasibility and effectiveness of proposed technologies. Collaborated with development teams to implement and iterate POCs, ensuring alignment with client requirements.
- Led the end-to-end implementation and deployment of technical solutions, ensuring compliance with industry best practices, performance standards, and quality benchmarks. Provided expert technical guidance during deployment phases.
- Continuously monitored and optimized AI solutions, by implementing fine-tuning, algorithmic enhancements, and infrastructure improvements to maximize efficiency, accuracy, and performance.
- Served as the primary technical advisor for clients, resolving inquiries and addressing feedback. Delivered expert guidance on AI & Devops best practices and ensured smooth solution deployment.
- Authored comprehensive technical documentation, including solution architectures, design rationales, and best practice guides. Mentored team members and facilitated knowledge-sharing initiatives to drive organizational learning.
- Proactively researched emerging trends and advancements in AI, foundation models, and related technologies. Assessed and incorporated cutting-edge tools and frameworks to enhance solution design and implementation strategies.

Technical Sales Architect (IBM Data Science & AI Portfolio (2021 – 2019))

- Focused on IBM Cloud Pak for Data and other data engineering tools such as IBM DataStage, IBM Optim, and Data Virtualization.
- Developed data fabric solutions to connect siloed data across on-premises and multi-cloud environments.
- Provided technical leadership and strategic guidance to clients for adoption of Watson AI services in enterprises.
- Provided advice and guidance in deploying traditional AI model with MLOps.
- Led the architecture and implementation of AI-powered solutions, driving customer adoption of Watson AI, Watson Natural Language Understanding (NLP)
- Worked with various customers including the public section on AI governance. Spoke at the IBM and customer conferences on governing the AI models. Demonstrated the IBM Technology (Openscale)

talking about how IBM watsonx offering makes AI governable, detecting and correcting drift and bias during runtime, and making outcomes explainable.

Technical Sales (IBM Public Cloud (2018 – 2019))

- Led technical presales and architecture discussions for IBM's Platform as a Service (PaaS) solution.
- Worked on solutions involving CloudFoundry, Kubernetes (Docker, Container Orchestration), DevOps, and function as a service.
- Spearheaded new offerings in the ASEAN market and presented at IBM conferences.

Technical Sales (IBM Rational Software (2013 – 2015))

- Worked on IBM's development tools including UrbanCode, Aspera, and MobileFirst.
- Guided remote country teams and accelerated the sales process with technical solutions and product capabilities.

Technical Sales Architect (IBM Cross Brand IBM Portfolio (2010 – 2012))

- Provided IT solutions using the IBM software stack, addressing business requirements in analytics, security, and system management.

Technical Sales (Microsoft India, Visual Studio Team Systems (2007 – 2010))

- Launched and promoted Microsoft Visual Studio Team Systems across India's west region.
- Drove large deals with system integrators like TCS, Capgemini, and Tech Mahindra, achieving over \$15 million in sales.
- Built a robust partner ecosystem and led marketing initiatives to boost product adoption.

Technical Sales & Support (Rational Software Australia (2001 – 2007))

- Provided technical support in sales engagements and implementation projects for IBM Rational products.
- Led several large deals and adoption programs with Infosys, Cognizant, and Wipro.

Accenture Australia (Andersen Consulting)

Java Application Developer (2000)

- Evaluated system use cases and conducted feasibility studies for customizations in a Java application on WebLogic.
- Assessed and recommended tools for requirements management and design (e.g., CaliberRM, Rational Rose).

University of Western Sydney

Tutor and Web Developer (1999 – 2000)

- Taught system design and database concepts to postgraduate students.
 - Developed a web application for the Hawkesbury Nepean community as part of the Nepean Summer Research Project.
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Technical Skills

- Cloud Platforms: Red Hat OpenShift, AWS, Azure,
 - Data Tools: IBM Cloud Pak for Data, Data Stage, Data Virtualization, Redhat Openshift AI
 - DevOps Tools: Kubernetes, CloudFoundry, Rational Software, UrbanCode
 - Programming Languages: Java, Python, JavaScript
 - AI & Analytics: Watson AI, Open AI, Natural Language Processing (NLP), Watson Studio & Watson Machine learning
 - Presentation Skills: Presented at various customer conferences and events
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Achievements

- 2023/24: Awarded the “Growth Award -2024” for outstanding contributions.
 - 2020/21: Awarded the "Excellent Team Player" award for collaboration and teamwork.
 - 2020/21: Designed and architected an enterprise data science platform for a government entity on IBM Cloud Pak for Data.
 - 2019/20: Created and deployed a large-scale speech transcription system on the Watson platform for a defense organization, one of the largest in APAC.
 - 2018/19: Designed and developed a 24x7 student conversational helpdesk platform for a university in Singapore using IBM Watson.
 - 2019/20: Designed AI search capabilities using natural language queries for a defense organization in Singapore.
 - 2016/17: Solved & deployed a very large private cloud PaaS solution at a major bank in the Philippines.
 - 2014/15: Led large-scale implementation of application lifecycle tools for a Vietnamese telecom company.
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