GUGAN ILANCHEZHIYAN

Pre-Sales Technical Manager

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EXPERIENCE

Senior Engineering Manager

Fiserv   📅 09/2023 - Present   📍 Bengaluru, India

- **Enterprise IAM Modernization (The "Case Study"):** Spearheaded the strategic migration of the corporate Identity & Access Management system (Ping Identity) from legacy on-premise infrastructure to cloud-native Azure AKS.**Impact:** Designed the "To-Be" architecture to ensure zero-trust security alignment and seamless scalability for production workloads, effectively mitigating technical debt and infrastructure risks.
- **Operational Resilience:** Implemented Chaos Engineering and AI observability (Dynatrace, Splunk).
  Impact: Reduced MTTD, increased uptime, minimized incident severity, showcasing ROI.
- **Technical stakeholder management:** Bridged business units and engineering for integration. Impact: Converted complex business requirements into technical specs, removing silos and aligning engineering with commercial goals.
- **Strategic Governance & Delivery:** Directed the full solution lifecycle—from business analysis and design through to release. Implemented governance practices that optimized resources and ensured delivery predictability within strict budget and timeline constraints.

Senior Technical Project Manager

Sentai   📅 08/2022 - 09/2023   📍 Bangalore, India

- **Solution Feasibility & Qualification (The "PoC" Win):** Led targeted technical feasibility studies and KPI alignment workshops to validate product concepts before development. *Impact:* Increased the product validation success rate by **25%**, effectively acting as a technical gatekeeper to ensure engineering resources focused on high-viability solutions.
- **Cloud Modernization Strategy:** Directed the architectural transition to a microservices-based environment using **AWS** and **Node.js**, modernizing legacy engineering practices for scalable enterprise solutions. *Impact:* Delivered a future-proof architecture that supported rapid feature deployment and improved system scalability.
- **Executive Advisory & Governance:** Owned the communication channel between technical teams and executive leadership, authoring strategic briefings and governance reports. *Impact:* Ensured transparency and alignment on project vision, mitigating risks early and maintaining stakeholder confidence throughout the delivery lifecycle.

Project Lead

Sonata Software   📅 02/2021 - 05/2022   📍 Bengaluru, India

- **Process Optimization & Value Realization (The "Win"):** Diagnosed a critical inefficiency in backend job monitoring and engineered an automated solution to streamline incident management. *Impact:* Successfully reduced incident response time by **87% (from 4 hours to 30 minutes)**, significantly improving SLA compliance and operational throughput.
- **Complex Solution Delivery:** Led a 15-member engineering team in the end-to-end delivery of scalable **Microservices** and mobile solutions (React Native, C#/.NET). *Impact:* Orchestrated cross-functional efforts to ensure technical deliverables aligned with client business requirements and timelines.
- **Executive Reporting & Risk Strategy:** Implemented data-driven project governance, utilizing burn charts and detailed risk assessments to provide visibility to leadership. *Impact:* Enabled **data-driven decision-making** for stakeholders, proactively identifying delivery risks and defining mitigation paths to ensure project success.

Technical Lead

Wipro   📅 04/2020 - 02/2021   📍 Bengaluru, India

- **RFP & Solution Design:** Collaborated with architects to define secure, high-availability environments and actively contributed to **Request for Proposal (RFP)** responses, defining KPAs and SLAs for service delivery.
- **Azure Enterprise Delivery:** Delivered data-driven enterprise applications using Azure services, ensuring robust high-level and low-level designs.

SUMMARY

Senior Pre-Sales Engineer & Technical Architect
Results-oriented technology veteran with over 18 years of experience driving digital transformation and cloud adoption. Specializes in **modernizing legacy environments**, with hands-on success migrating on-premise infrastructure to cloud-native architectures (Azure/AWS) and implementing robust **Identity Management** solutions. Expert in **Value Engineering**—identifying operational inefficiencies and architecting automated solutions that tangibly reduce risk and cost. Strong communicator capable of leading technical discovery sessions and articulating complex architecture to C-level stakeholders.

CERTIFICATION

Certified scrum master

PMP

CORE COMPETENCIES

💎 **Solution Architecture**
Cloud Migration (On-prem to Azure/AWS), Microservices, Enterprise Integration.

💎 **Security & Identity**
IAM Modernization (Ping Identity), OAuth, SSO, Risk Mitigation, Compliance Alignment.

💎 **Pre-Sales Operations**
RFP/RFI Responses, Technical Discovery, Stakeholder Management, Proof of Concept (PoC) Strategy.

💎 **Observability & Resilience**
Splunk, Dynatrace, Chaos Engineering, Incident Response Automation.

SKILLS

Engineering Manager   Enterprise Architecture

Microservices   Azure   Dynatrace

Splunk   AWS   Node.js   Scrum

React   React Native   C# .NET   RFP

VB.Net   ASP.NET Web Forms   MVC

ASP.NET   Entity Framework   ERP   EMR

Agile   Angular   SQL   Git   JIRA

INTERESTS

🏆 AI/ML Personal projects

💎 Short film making

EXPERIENCE

Technical Lead

Mindtree 📅 07/2015 - 03/2020 📍 Location

- **Legacy Modernization:** Led the migration of legacy web forms to modern C#/.NET MVC architectures, significantly improving maintainability and system performance.
- **Efficiency Optimization:** Designed CI/CD pipelines and utilized User Story Mapping to reduce project cycle times by **20%**, accelerating time-to-market for key deliverables.

Senior Software Engineer

Swizcom Technologies India Pvt Ltd 📅 10/2014 - 05/2015 📍 Bengaluru, India

- Nursing Solution Healthcare

Lead Cloud Development

SmartMegh Solutions Pvt Ltd 📅 04/2013 - 02/2014 📍 Chennai, India

- Ramco ERP Customisation

System Analyst

Quality Software Systems 📅 11/2009 - 08/2012 📍 Chennai, India

- Emerald EMR - CMPMR

Programmer Analyst

Mindtree 📅 05/2007 - 07/2009 📍 Chennai, India

- AON Sports Insurance

INTERESTS

💎 Product building