GUGAN ILANCHEZHIYAN

SENIOR ENGINEERING MANAGER | ENTERPRISE CLOUD & AI ARCHITECT

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EXPERIENCE

Senior Engineering Manager

Fiserv

09/2024 - Present Bangalore, India

- **Cloud Platform Modernization:** Architected and led the technical strategy migrating multi-tier legacy banking platforms to Azure Kubernetes Service (AKS), cutting cloud compute costs by 22% while scaling throughput.
- **Enterprise AI Delivery:** Spearheaded 3 strategic AI/GenAI programs utilizing Google Cloud Vertex AI to operationalize intelligent transaction categorization and agentic workflows across core banking modules.
- **Site Reliability & Chaos Engineering:** Established an advanced SRE and observability framework (Dynatrace, Splunk) combined with Chaos Engineering drills, driving MTBF improvement and safeguarding 99.98% platform reliability.
- **Executive Engineering Governance:** Partnered with VP/C-suite leadership to align sprint velocity with organizational milestones, deploying technical risk management frameworks across multi-squad teams.

Engineering Manager

Sentai

08/2022 - 09/2024 Bangalore, India

- **AI-Powered Product Development:** Led a multi-disciplinary software engineering organization building an intelligent elderly care IoT platform, driving product architecture from inception through scale.
- **Serverless & Bedrock Architecture:** Designed event-driven AWS cloud microservices using C# .NET, React, Amazon Bedrock, and SageMaker models to handle real-time sensor ingestion and proactive care notifications.
- **Delivery Rigor & Code Quality:** Instituted rigorous automated testing suites,CI/CD pipelines, and trunk-based development that elevated code release velocity by 30% and improved production stability by 25%.
- **Cross-Portfolio Mentorship:** Scaled and mentored an engineering team of 18+ software and QA engineers, instituting clear career progression matrices and engineering KPIs.

Engineering Project Lead

Sonata Software

02/2021 - 05/2022 Bangalore, India

- **Team Scale & Delivery:** Managed and mentored a 15-member distributed engineering team delivering cloud-native microservices and mission-critical React Native mobile products for international retail and travel clients.
- **Operational Automation & Reliability:** Architected automated root-cause isolation and intelligent alerting workflows that strengthened system resilience, dramatically improving SLA compliance and core platform uptime.
- **Governance & Engineering Visibility:** Implemented real-time sprint burndown telemetry, automated code quality gates, and proactive risk matrices, elevating delivery predictability and engineering team morale.
- **Modernization:** Championed containerization of on-prem services into Dockerized deployments, establishing standard CI/CD deployment pipelines on Azure DevOps.

SUMMARY

Accomplished Senior Engineering Manager with 19+ years directing enterprise engineering teams, cloud platform transformations, and AI-driven system architectures across Fintech (BFSI), Travel, and Healthcare sectors. Adept at bridging technical depth with organizational strategy—translating high-level roadmaps into resilient microservices, autonomous AI pipelines, and high-velocity team operating models. Proven record championing SRE standards, driving cloud cost governance, and cultivating engineering cultures centered on technical excellence, rigorous governance, and continuous innovation.

STRENGTHS

LEADERSHIP COMPETENCIES

Engineering Org Leadership, Technical Roadmap & Strategy, Cross-Functional Team Building, Budgeting & Resource Allocation, SRE & Resilience Architecture, Agile / OKR Framework Execution, Vendor & Executive Stakeholder Mgmt

CLOUD & MICROSERVICES

Cloud Platforms
AWS, Microsoft Azure, Google Cloud (GCP), AKS, Cloud-Native IaaS/PaaS

Architecture Patterns
Event-Driven Microservices, Distributed Systems, CQRS, REST/gRPC APIs, SRE

AI & INTELLIGENT AUTOMATION

GenAI & Agent Systems
Vertex AI, Amazon Bedrock,SageMaker, LLM fine-tuning, Agentic Workflows

Developer Enablement
GitHub Copilot, Claude Code, CI/CD automated test generation

FULL-STACK & OBSERVABILITY

Languages & Frameworks
C# .NET Core, Java, React, React Native, SQL, Cosmos DB, MySQL, Redis

Observability & Tools
Dynatrace, Splunk, Prometheus,Docker, Kubernetes, Terraform

EXPERIENCE

Technical Lead

LTIMindtree

07/2015 - 03/2020 Bangalore, India

- **Legacy Modernization:** Directed the full-stack architecture migration of complex enterprise legacy monoliths to decoupled C# .NET MVC / Web API architectures, yielding a 40% improvement in API response times.
- **DevOps Transformation:** Architected automated CI/CD deployment pipelines and user story mapping frameworks,eliminating manual release dependencies and reducing deployment rollback frequency to under 1%.
- **Technical Mentorship & Standards:** Established strict engineering standards, test-driven development (TDD) patterns, and modular domain-driven code design across 12 senior and junior software developers.

Senior Software Engineer

Swizcom Technologies

10/2014 - 05/2015

Lead Cloud Development

SmartMegh Solutions Pvt Ltd

04/2013 - 02/2014

System Analyst

Quality Software Solutions

11/2009 - 08/2012

Programmer Analyst

LTIMindtree

10/2007 - 07/2009

EDUCATION

Bachelor of Engineering, Electronics & Communication Engineering

BSA Crescent Institute of Science and Technology

08/2003 - 05/2007 Chennai, India

ENGINEERING LEADERSHIP PHILOSOPHY

People-First, Architecture-Driven Leadership

Believes sustainable engineering velocity is achieved by dismantling technical debt, fostering autonomous product-oriented squads, and embedding automated observability and testing deep into the development lifecycle. Passionate about empowering engineers through clear architectural vision, psychological safety, and hands-on guidance in cutting-edge cloud and Generative AI paradigms.