

GUGAN ILANCHEZHIAN

Technical Program Manager | Strategic Planning | Agentic AI Building

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SUMMARY

Software Program Manager with 18+ years of experience leading enterprise-scale technology programs across FinTech and BFSI. Skilled at translating business strategy into execution by driving cross-functional delivery, governing complex modernization initiatives, and aligning product, engineering, and stakeholder priorities. Proven expertise in legacy-to-cloud transformation, microservices adoption, Agile delivery, CI/CD maturity, AI agent development for IAM use cases, and operational resilience to deliver secure, scalable, high-availability platforms with accelerated time-to-market.

EXPERIENCE

Senior Technical Program Manager

Fiserv 09/2024 - Present Bangalore, India

- Modernized enterprise infrastructure by defining the technical strategy to migrate legacy Ping Identity systems to a scalable Azure AKS environment, accelerating enterprise cloud adoption.
- Led secure program delivery by orchestrating three strategic cross-portfolio initiatives through coordination of engineering and security teams, ensuring strict adherence to Zero Trust and compliance requirements.
- Built operational resilience by driving the rollout of AI-based observability tools such as Dynatrace and Splunk, along with Chaos Engineering practices, to strengthen SRE maturity, reduce downtime, and protect business continuity.
- Strengthened IT governance by partnering with executive stakeholders to align technology deliverables with business priorities and implementing governance practices that improved oversight, delivery discipline, and risk management.

Program Manager

Sentai 08/2022 - 09/2024 Bangalore, India

- Transformed enterprise systems by leading the technical direction for modernizing legacy products into scalable, cloud-native AWS microservices, improving operational agility and enabling faster future development.
- Drove strategic execution by partnering with executive stakeholders to define the technology roadmap, convert market requirements into actionable program milestones, and ensure consistent delivery across engineering teams.
- Elevated delivery standards by improving engineering quality and delivery outcomes by 25% through strong governance, early risk identification, and a culture of disciplined execution.

Engineering Project Lead

Sonata Software 02/2021 - 05/2022 Bangalore, India

- Team leadership: Managed and mentored a 15-member engineering team in the end-to-end delivery of scalable microservices and mobile applications utilizing React Native and .NET frameworks.
- Process automation: Architected and implemented operational automation solutions that slashed average incident resolution time (MTTR) by 87% (4.5 hours), dramatically improving SLA compliance and system uptime.
- Agile governance: Drove sprint execution and improved leadership visibility by establishing automated governance dashboards, burndown tracking, and proactive technical risk mitigation frameworks.

STRENGTHS

- AI Agent Development Leadership**
Led an AI agent development team to design and deliver intelligent automation solutions for IAM use cases, improving workflow efficiency, accelerating delivery cycles, and strengthening security and operational outcomes across the program.
- AI-Powered Elderly Care System Leadership**
Successfully led a startup team in building an AI-powered elderly support system, guiding the product and technology direction to improve operational efficiency and strengthen care delivery.
- Exceptional Communication Skills**
Facilitated cross-departmental collaboration, enhancing project clarity and efficiency, leading to a 20% reduction in project timelines.

SKILLS

Program Management

Strategic Planning | AI Agent Building

Agile Methodologies | Risk Management

Cross-Functional Team Leadership

Budget Management | Google Analytics

Salesforce CRM | JIRA

CERTIFICATION

Advanced Project Management

Stanford University - Focused on advanced techniques in project management, enhancing my strategic planning and execution skills.

API Design & Management

Coursera - Concentrated on API lifecycle, design principles, and best practices, crucial for my role in API integration.

INTERESTS

- Technology Innovation**
Passionate about exploring and implementing cutting-edge technologies to drive business growth and efficiency.

EXPERIENCE

Technical Lead

LTIMindtree 📅 07/2015 - 03/2020 📍 Bangalore, India

- Legacy Transformation: Spearheaded the engineering effort to migrate monolithic legacy web systems to modern C#/.NET MVC architectures, yielding substantial improvements in core system performance and maintainability.
- DevOps & CI/CD: Architected agile CI/CD pipelines and implemented user story mapping techniques, optimizing developer workflows and reducing project cycle times by 20%.

Senior Software Engineer

Swizcom Technologies 📅 10/2014 - 05/2015 📍 Bangalore, India

Lead Cloud Development

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

System Analyst

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

Programmer Analyst

LTIMindtree 📅 10/2007 - 07/2009 📍 Bangalore, India

EDUCATION

Bachelor of Engineering, ECE

BSA Crescent Institute of Science and Technology

📅 2003 - 2007 📍 Chennai, India

INTERESTS



Outdoor Adventures

Enthusiastic about outdoor activities, which helps in maintaining a healthy work-life balance and staying energized.