

Rupayan Dey

Technical Manager | Solution Architecture & AI-Enabled Delivery Leadership | Cloud & AI Transformation

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SUMMARY

Technology delivery leader with 11+ years of experience across enterprise application modernization, cloud transformation, and AI-enabled automation, including 8+ years partnering with global enterprise clients in the financial services sector. Took full technical, delivery, and engagement ownership of a critical client platform following a high-risk knowledge-dependency escalation, sustaining zero-escalation operations since. Combines hands-on people leadership (performance management for teams up to 8) with structured executive communication and proposal/solutioning contribution across five RFPs, including a won engagement. Building toward broader presales and account leadership scope.

CORE STRENGTHS

Engagement Ownership & Escalation Stabilization • People Leadership & Performance Management • Client & Stakeholder Management • Executive Communication & Risk Reporting • Presales & Solution Estimation • GenAI / Agentic AI Automation • Cloud Modernization (AWS, Azure)

CORE TECHNICAL SKILLS

- **Cloud Governance & Service Delivery** — Service Governance, ITIL Operations, Incident/Change/Release/Risk/Problem Management, SLA/KPI Management, Operational Governance, Continuous Service Improvement, Agile Delivery (Scrum, Kanban, SAFe), Team Leadership
- **Cloud & Application Modernization** — Cloud Migration, Legacy Modernization, Target-State Architecture, High Availability, Disaster Recovery, Performance Optimization, AWS (EC2, S3, VPC, IAM, Lambda, CloudWatch, RDS, API Gateway, DynamoDB, CloudFront), Azure (VM, Storage, VNet, Microsoft Entra ID, Application Gateway, Azure Monitor)
- **Solutioning & Technology Transformation** — Requirement Analysis, Technology Evaluation, Solution Architecture, Transformation Roadmaps, Migration Planning, Data Quality/Governance/Retention/Catalog, Business-Technology Alignment, Scalability Planning, Business Case Analysis
- **AI Adoption & Automation** — Generative AI, LLMs, Prompt Engineering, Context Engineering, RAG, Agentic AI, Vector Databases, AI Governance, AI Risk Management, MCP, Knowledge Graph, AI Gateway, AI Guardrails, Responsible AI, SLMs, Vectorless
- **Application Development & Technical Foundation** — System Design, REST APIs, GraphQL, Microservices, Micro Frontend, JavaScript, TypeScript, Angular, AngularJS, React, Lit, Ionic, Node.js, Python, C#/.NET, PowerShell Scripting, SQL, MongoDB, Web Components, SharePoint, SharePoint Workflows, Power Apps, Power Automate, Workflow Orchestration (AWS Step Functions)

EXPERIENCE

Technical Manager — Cognizant Technology Solutions July 2018 – Present

Career progression: Associate (Jul 2018) → Senior Associate (Apr 2022) → Manager (Nov 2025) | India, Netherlands, Belgium (Onsite Client Assignment)

- Began career delivering enterprise platforms across US airline, US restaurant-chain, and retail domains — leading a 6-member offshore team at 3.6 years' experience, independently delivering two full-cycle projects (design through deployment) within 3 months under tight deadlines, and progressing from team member to module lead on a high-visibility, 14-engineer delivery escalation; built deep, focused expertise in Angular and GraphQL over the first 3 years, later expanding to 8+ Angular applications across my career, including microfrontend architectures.
- Joined a leading European bank's engagement as a solo frontend engineer, architecting a dynamic, config-driven multi-tenant platform from scratch (Lit, role-based access control), scaling to 121+ customer onboardings where new customers were enabled purely through configuration, without custom code changes.
- Served as a foundational team member on a federated search platform aggregating data across enterprise sources, and later operated in a product-owner-style capacity on a data governance UI — gathering requirements directly from business stakeholders and driving design from wireframe through delivery.
- Acted as de facto Scrum Master for 5.5+ years in the absence of a dedicated role, facilitating sprint planning, retrospectives, and backlog refinement; continue to manage Azure Boards and deliver status updates to customer journey experts today.
- Hold full technical, delivery, and engagement ownership of a critical platform (AngularJS front-end, C#/.NET backend, PowerShell scripting) for a leading European bank, remaining hands-on across the stack while acting as sole point of contact for all technical and delivery matters for 9+ months with zero escalations after being brought in to stabilize a previously escalated engagement that multiple senior architects had been unable to resolve; chair recurring coordination with client risk, domain architecture, and migration leadership across a tribe/chapter-based organizational structure.
- Identified and closed a critical single-person knowledge-dependency risk following the client-driven removal of a key engineer, independently onboarding onto undocumented application logic and stabilizing operations without service disruption; promoted to Manager in recognition of this engagement-stabilization work.

- Led modernization and cloud transformation of 5+ enterprise applications serving 100,000+ users, defining target-state architectures, migration strategies, and modernization roadmaps for legacy-to-AWS/Azure transitions.
- Built and presented a structured technical risk inventory (solution options, current risk exposure, and compliance implications) for a legacy platform's end-of-life components, securing client agreement on a remediation roadmap.
- Own formal people management for a team of up to 8, including bi-weekly development conversations, deliverable tracking, and performance ratings; onboarded and enabled 4 engineers via proof-of-concept-led hiring.
- Contributed technical solutioning, effort estimation, and technology selection (Angular vs. React) to 5 client RFPs — including a won proposal for a frontend engagement — partnering with solution, backend, and QA architects to scope requirements and size delivery capacity.
- Own end-to-end frontend hiring for client engagements — screening, interviewing, and coaching new engineers — and lead workforce planning at POC-to-project transition points to size and staff frontend teams.
- Founded and continues to lead a cross-project UI developer community across the bank engagement, spanning 8+ years, bringing together frontend engineers from multiple project teams for problem-solving, brainstorming, coaching, and new-hire onboarding.
- Designed GenAI-based agents using prompt engineering and RAG-based knowledge retrieval to auto-generate migration technical documentation and reconstruct undocumented application logic (HLD, API contracts, architecture diagrams); combined with CI/CD pipeline automation for application deployment, reduced manual operational effort by 30–40%.
- Strengthened enterprise risk posture by partnering with Risk, Security, and Infrastructure teams to lead Operational Security Baseline, Disaster Recovery, and Business Impact Analysis assessments, achieving 100% remediation of critical security findings and audit-ready documentation.
- Publish technical content on GenAI, Agentic AI, and cloud transformation through a personal YouTube channel and Medium, and author the LinkedIn newsletter “From Code to Leadership,” contributing to community knowledge-sharing on engineering and delivery leadership.

Junior Software Engineer — Indus Net Technologies *May 2016 – July 2018*

India

- Designed and developed cross-platform mobile and web applications using Ionic, AngularJS, Angular, and Node.js for finance and agriculture clients.
- Built responsive web interfaces and reusable UI components, reducing future development time by 25%.

Support Executive — NCS Computech Ltd. *Dec 2014 – April 2016*

India

- Created a help-desk application using HTML, CSS, and JavaScript for IT ticketing and support automation.
- Delivered hands-on technical training to internal teams and external clients.

CERTIFICATIONS

ITIL® 4 Foundation | Professional Scrum Master I (PSM I) | Professional Scrum Product Owner I (PSPO I) | SAFe® Product Owner/Product Manager (POPM) | Context Engineering Foundation

EDUCATION

- Master of Computer Application (MCA), Punjab Technical University | 2011 – 2014
- Bachelor of Computer Application (BCA), University of Burdwan | 2008 – 2011

HONORS & AWARDS

- Winner — GS Hackathon, 2024 — Developed Carbon Emission Tracker Widget
- The Samson Award — Cognizant, July 2024 — For values-driven excellence
- Star Performer — Cognizant, Dec 2022 — For contributions to a strategic banking client partnership