

DHANDAPANI PALANISAMY

Senior Engineering Leader | Platform Engineering | Distributed Systems | SRE / DevOps | AI / ML / RAG

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EXECUTIVE SUMMARY

Senior engineering leader with 19+ years of experience building, scaling and operating cloud-native, mission-critical platforms across B2B e-commerce, financial services, education, travel, surveillance, CRM, healthcare and analytics. Strengths include distributed systems, platform engineering, SRE, DevOps/DevSecOps, cloud modernization, production reliability, AI/ML, GenAI/RAG solutions, governance, audit readiness, vendor leadership and scaling engineering organizations from early-stage teams to 250+ staff.

PROFESSIONAL EXPERIENCE

General Manager / Senior Engineering Manager - Engineering Delivery, Technical Support, Platform Engineering & SRE

JSW One Platforms (JSW Group), Mumbai | Mar 2025 - Present

B2B E-Commerce, Supply Chain, FinTech, GenAI/RAG

Tech-first B2B e-commerce marketplace for steel, cement and construction-material procurement, with integrated logistics and financing workflows.

- Own post-order engineering delivery and SRE/technical support across OMS, TMS, WMS, Zoho JOPL/JODL, Salesforce, pricing, master data, supply panel and connector/Temporal workflows.
- Lead 40+ engineers and vendor resources across Mumbai, Bengaluru and Noida, accountable for roadmap execution, production stability, incident response, release governance and adoption.
- Delivered 11 AOP initiatives in 12 months and helped unblock approximately INR 2,000 Cr in business value by resolving critical technology, integration, data and workflow blockers.
- Improved platform stability by 60% and reduced monthly production defects from 15 to 2 through root-cause analysis, engineering fixes, observability and operating-process controls.
- Directed resolution of 16,000+ SQAD/support tickets annually across pre-order and post-order platforms; introduced RCA discipline, issue classification and executive-ready reporting.
- Led zero-downtime migration from GCP Cloud Run to GKE, improving microservices resilience, deployment control, scalability and production-readiness.
- Introduced Temporal for durable workflow orchestration and reduced targeted root-cause identification time to under 5 minutes through stronger workflow visibility and traceability.
- Implemented Base14 observability to correlate logs, metrics, traces and LLM telemetry, improving cross-system visibility and reducing MTTD/MTTR for production incidents.
- Strengthened architecture and release governance as ARB/CAB approver; drove branching strategy, CAB controls, access governance, architecture reviews, audit readiness and InfoSec-aligned operations.
- Partner with CTO/CPO, 12 product owners, 7 modules and 3 strategic vendors to manage dependencies, adoption, SRE partnership, delivery readiness and customer-impact priorities.
- Building agentic AI-based SKU mapping automation using Query Builder and SKU Matching agents with human-in-the-loop feedback and reinforcement-learning-style improvement.

Tech: GCP, GKE, Cloud Run, Pub/Sub, Temporal, MoEngage, Base14, Java, Spring Boot, .NET, Node.js, React, Flutter, Salesforce, Zoho Deluge, Cursor, n8n, LLM, RAG, Strapi, Commercetools.

Vice President - Technology | Motivity Labs, Hyderabad | Oct 2023 - Dec 2024

Surveillance / VMS SaaS | Consulting Services | Computer Vision | GenAI / RAG | 200+ Engineers

- Led multidisciplinary technology teams across delivery, architecture, hiring, mentoring, presales and client execution for surveillance, AI/ML and consulting engagements.
- Partnered with 5 key clients and product stakeholders on scope, solution strategy and execution plans, improving delivery efficiency by 35%.
- Owned presales solutioning, architecture proposals and executive presentations, achieving a 70% win rate for strategic technology opportunities.
- Architected SaaS surveillance and video-management solutions using Java, Spring Boot, React, FusionAuth, AWS and ELK.
- Designed enterprise GenAI/RAG solutions using Azure Data Factory, Data Lake, Azure Functions, Azure OpenAI, Azure AI Search, LangChain and Node.js.
- Improved YOLO-based computer-vision systems for ICICI Bank and Titan, increasing processing speed by 20% while improving accuracy.
- Managed budgets, OKRs, monthly reviews and long-range planning aligned with leadership objectives.

Vice President / Lead Engineer | Wells Fargo, Bangalore | Jun 2020 - Sep 2023

Financial Services | Regulated Banking | DevOps | Underwriting Platforms

- Led engineering and DevOps initiatives for consumer-lending and small-business-card underwriting platforms in a regulated banking environment.
- Delivered workflow automation and process improvements generating USD 50K annual savings and faster underwriting turnaround.
- Directed CI/CD modernization with Git, CloudBees Jenkins, JFrog, UCD, Kubernetes and PCF, increasing developer productivity by 15%.
- Designed a query engine using Axon, Java, Spring Boot, React and Apigee, saving approximately 15 hours per week in manual effort.
- Improved release quality and compliance by integrating Black Duck, Checkmarx and SonarQube into engineering workflows.

Senior Engineering Manager | PowerSchool, Bangalore | May 2017 - Mar 2019

K-12 Education Software | SaaS Platforms | AWS | Product Engineering | 120+ Engineers

- Established and scaled India engineering operations to 250+ staff, reducing onboarding time by 3 weeks and improving delivery maturity.
- Led product planning and engineering delivery for K-12 platforms supporting a USD 200M business line and contributing to 10% growth.
- Directed 120+ engineers to build Student Information System and Registration platforms using AWS, Java, Angular and Spring Boot.
- Led analytics, reporting and migration programs using AWS and Power BI; improved internal COE maturity score from 11 to 65.

Director | Digit88 (Startup), India | Jun 2019 - Feb 2020

Conversational AI Startup | Healthcare

- Led product delivery, solution design and execution planning for conversational AI initiatives, contributing to early-stage business development.

Principal Member Technical Staff | Oracle, Bangalore | Jan 2014 - Mar 2017

Enterprise Applications | Oracle Fusion

- Provided hands-on technical leadership, coding and code reviews across ADF Faces and BC4J-based Oracle Fusion application modules.

Team Lead | Satmetrix, Bangalore | Mar 2009 - Jan 2014

Net Promoter Score Product | Analytics | ETL

- Led strategic program delivery with 95% on-time delivery and 95% budget adherence; executed 60+ NPS implementations, improving customer retention by 25%.
- Delivered ETL-led migration programs using Pentaho and reduced data migration time by 30%.

Senior Software Engineer | IBS, Trivandrum | Jan 2006 - Jan 2009

Travel and Logistics Products

- Built airline booking, communication and web-service modules using Java, Struts, JSF and Apache Axis2.

Software Engineer | Nuva Systems, India | Nov 2002 - Dec 2005

BMS (FL)

- Contributed to enterprise software development during early career foundation years.

TECHNICAL SKILLS

Languages & Frameworks: Java, Python, Spring Boot, Node.js, React JS, Angular, C#, .NET, Flutter, Salesforce, Zoho Deluge

Cloud & Platform: GCP, GKE, Cloud Run, AWS, Azure, Kubernetes, Docker, PCF, Apigee, Pub/Sub, Temporal, Commerce tools

Data: Oracle, MySQL, PostgreSQL, Cassandra, DynamoDB, Redis, RabbitMQ, Elasticsearch

AI/ML: Generative AI, RAG, LangChain, Azure OpenAI, Azure AI Search, NLP, Computer Vision, YOLO, PyTorch, OpenCV, MLOps

DevOps/SRE: GitHub, Jenkins, CloudBees, JFrog, UCD, Splunk, AppDynamics, Grafana, Prometheus, ELK, Base14, SonarQube, Checkmarx, Black Duck, Power BI, Jira

CORE COMPETENCIES

Engineering Leadership | Platform Engineering | Distributed Systems | Organization Scaling | Engineering Delivery | Product Delivery | Program / Portfolio Management | SRE & Production Support | Incident & Problem Management | Release & Change Management | Architecture Governance | Audit & Compliance | Cloud Migration | DevOps / DevSecOps | CI/CD | Microservices | Kubernetes | GCP / AWS / Azure | B2B E-Commerce | Supply Chain & Logistics Platforms | Customer Support Operations | Stakeholder Management | Vendor Management | AI / ML | Generative AI | RAG | LangChain | Computer Vision | Analytics | Agile / OKRs / Adoption

EDUCATION AND CERTIFICATIONS

Master of Computer Applications (MCA), Bharathidasan University

Certifications:

- GCP Machine Learning Engineer (2024)
- Microsoft Azure Fundamentals & Microsoft Azure AI Fundamentals
- Certified ScrumMaster (CSM)