

Satish Gupta

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Professional Summary:

Experienced Technology Specialist with 13+ years in IT, specializing in banking, insurance, and finance domains. A Certified Solution Architect and Python expert, adept at designing smart processes that enhance efficiency and deliver measurable FTE savings.

Proficient in AI technologies—from data analysis and visualization to Machine Learning, Deep Learning, and the latest Generative AI techniques. Possesses deep expertise in Gen AI, RAG architectures, and Agentic Automation.

Certified in AI by Google Cloud, with global experience spanning Mexico, Sydney, and Dublin. Proven track record of leading top-tier projects in the banking and finance sector, delivering high-quality technical solutions and tangible business value.

Skills

- **AI & Machine Learning:** NLP, Machine Learning, Deep Learning, Generative AI
- **LLM & Language Models:** Experience with open-source models as well as commercial models like ChatGPT
- **RAG & Knowledge Retrieval:** Dense search, sparse search, embedding models for Retrieval-Augmented Generation
- **Agentic Automation:** Implementing Crew AI for autonomous task orchestration
- **Intelligent Process Automation (IPA):** Designing end-to-end automated business processes using IBM BPM and Kofax
- **Intelligent Document Processing (IDP):** Automating document extraction and validation workflows with Kofax & ECM
- **Data Analytics & Reporting:** Building insightful dashboards and reports using Power BI
- **Data Driven Analysis:** Python , numpy , pandas
- **Data Visualisation :** Matplotlib, Seaborn
- **CI/CD:** Jira, Jenkins , Github
- **Microservices architecture :** Java , Maven , spring, spring boot, Kafka
- Global collaboration and project management

Education:

Bachelor of Technology
[Cochin University of science and technology]
[2008-2012]

Certifications:

- Google Cloud Certified - Generative AI

- Ace Certified Solution Architect
- Certified People Manager
- Certified IBM BPM 8.6
- Certified IBM ODM

Experience

January 2023 - Present

HCL Technologies(Dublin) - Associate General Manager

- Led the setup and management of a 30+ member team for a leading Dublin-based bank.
- Contributed to strategic initiatives that delivered €2.8M in cost savings through innovative technical solutions.
- Designed and implemented end-to-end, enterprise-grade solutions leveraging AI, Kofax, ECM, IBM BPM, and Power BI.
- Delivered solutions that resulted in 80+ FTE efficiency gains, driving significant operational improvements.

January 2016 - Jan 2023

Wipro Technologies (Pune, Mexico, Dublin , Sydney) - Intelligent Process Automation Architect

- Led successful project deliveries as a Certified Solution Architect.
- Implemented Python-based automation for streamlined processes.
- Collaborated with global teams and diverse customers in multiple locations.
- Managed Offshore/Onsite coordination from Onsite.
- Designed business processes using IBM BAW, Camunda 8.

June 2012 - January 2016

Tata Consultancy Services (Mumbai,Gurgaon)- Senior Software Engineer

- Contributed to various projects in the banking and insurance sectors.
- Utilized IBM BPM, IBM ODM, and JBPM to automate workflows.
- Collaborated with cross-functional teams for efficient project delivery.

Awards

Outstanding achievement award , Awarded to introduce automation across Customers through Top gear ,Value add award to make complex automation services which was showcased in technology town hall . Written Customer recommendation and appreciation .

Key Projects:

Business Process Management Center of Excellence – Allied Irish Bank

- Played a pivotal role in delivering €2.8M in savings within the customer digital operations division.
- Designed and implemented end-to-end, efficient solutions leveraging AI, Kofax, ECM, IBM BPM, RPA.

- Established and led a 30+ member team across multiple streams and technologies.
- Executed multiple projects resulting in 80+ FTE efficiency gains, enabling the client to adopt centralized, efficient, and offshore-ready processes.

Business Process Management System– AMP Limited

- Streamlined support activities using Python automation.
- Automation testing using Python and Selenium.
- Implemented self-healing support model with machine learning.
- Migrated BPM projects to IBM BAW.
- Could migrate from on premise to cloud.

Citi Workflow Management – Citi

- Led automation of workflows using IBM BPM and JBPM.
- Implemented microservices architecture and agile methodologies.
- Analyzed and planned migration to cloud-based solutions.