

# DIBYA RANJAN MISHRA

Head of Engineering | Senior Director | Vice President of Engineering

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19+ Yrs Experience | 400+ Engineers Led | \$20M Revenue Generated | \$28M+ Budget Managed | 76% Incident Reduction | 200% Delivery Acceleration | 30 Certifications

## PROFESSIONAL SUMMARY

Results-driven technology executive with 19+ years of progressive leadership across Shipping, BFSI, Insurance, and Enterprise SaaS. Track record of growing revenue from \$1M to \$20M within 2 years, managing \$28M+ combined budgets, and leading 400+ engineers across 5 time zones. Expert at delivering cloud-native platforms (AWS, Azure, GCP), embedding AI/ML and Agentic AI at scale, and translating business strategy into executable technology roadmaps. Skilled in enterprise architecture, change management, and digital transformation. Deep technical fluency in .NET Core, React, Node.js, Python, DevSecOps, and MLOps. Seeking a VP Engineering or Senior Director role to drive transformational impact through engineering excellence and AI-first thinking.

## CORE COMPETENCIES

**Leadership & Strategy:** VP / Senior Director Leadership | P&L Management (\$8M+) | OKR Cascading & Goal Alignment | Talent Acquisition & Succession Planning | C-Suite & Stakeholder Engagement | Vendor & Contract Management

**Product Management:** Product Roadmap Ownership | Greenfield SaaS Product Builds | Backlog Prioritisation & Grooming | PI Planning & SAFe 6.0 Execution | Presales, POC & Bid Management | UX-Driven Feature Definition | SaaS Integration & API Strategy

**Cloud & Infrastructure:** AWS | Azure | GCP | Cloud-Native Architecture | DevSecOps & MLOps Pipelines | CI/CD & Release Engineering | Microservices & API Design | Infrastructure as Code (IaC) | Docker | Kubernetes | GitHub

**AI, ML & Agentic AI:** LLM Integration & Prompt Engineering | Agentic AI System Design | Model Context Protocol (MCP) | AI Product Strategy & Roadmap | MLOps & AI Automation Pipelines | GenAI Platforms (ChatGPT, Gemini, Claude) | Human Action Detection (CV/ML)

**Technology Stack:** .NET Core / C# | React | Angular | TypeScript | Node.js | Python | SQL / NoSQL / Data Platforms | REST APIs | Business Intelligence & Analytics | Mobile App Development

**Delivery & Quality:** Scaled Agile (SAFe 6.0) & Scrum | ITIL-Based Service Management | Change Management | Enterprise Architecture | Risk & Issue Management | SLA / KPI Governance | Lean Six Sigma | Incident & Change Management

## KEY ACHIEVEMENTS

### Revenue & Commercial Impact

- Scaled portfolio revenue **\$1M to \$20M in 24 months** through presales, POC-led bidding, and strategic new platform launches.
- Saved **~\$2M** by renegotiating 6 vendor contracts and overhauling contract governance at Centific (2020-2022).
- Converted **5+ enterprise opportunities** into contracted engagements worth \$12M+ cumulatively through POC-driven presales.

### Engineering & Delivery Excellence

- Accelerated delivery speed by 200% and improved application performance by 300% through cloud migration and DevOps re-engineering.
- Reduced incident volume from **3,800 to 900 (76% drop)** by deploying AI-driven automation and root-cause-led resolution frameworks.

- Achieved **zero critical production outages** across 10+ weekly deployments over 2.5 years at Deloitte through rigorous DevSecOps practices.
- Delivered **3+ end-to-end AI products** including human-action detection for supply chain and retail, with measurable ROI across all deployments.

#### Product Management

- Owned end-to-end product roadmaps **across 4 enterprise platforms**, defining vision, prioritising backlogs, and aligning features with business OKRs for 3 clients simultaneously.
- Delivered **2 greenfield SaaS platforms** from zero to production: vessel management (Inchcape) and Deloitte University ops platform, both on time and within budget.
- Reduced feature time-to-market by **35%** through quarterly PI planning, continuous discovery, and streamlined stakeholder sign-off.
- Integrated **5+ third-party SaaS services** (Unit4, Eye-share, payment processors), eliminating manual data flows and reducing operational overhead by 60%.

#### VP-Level Leadership & Org Strategy

- Exercised VP-level authority over **\$28M+ annual budgets** (CAPEX + OPEX), approving investments and reporting financial performance directly to C-suite.
- Built and scaled **3 engineering organisations** from the ground up, hiring and developing leadership layers from tech leads to senior directors.
- Defined functional OKRs and cascaded goals across **400+ engineers** in 4 business units spanning India, Europe, and the Americas.
- Led enterprise-wide change management programmes across **5 global organisations**, aligning engineering strategy with 3-5 year business transformation agendas.

## PROFESSIONAL EXPERIENCE

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### Head of Engineering & Global Application Support

Nov 2022 - May 2026

**Inchcape Shipping Services** | Remote (Global) | Shipping & Logistics | Cloud-Native SaaS

- Led 2 cross-functional teams of 40 engineers across 5 time zones, owning the full delivery lifecycle of a cloud-native vessel management platform (onboarding, customs, prefunding, agent payments) with integrations to 5+ SaaS providers (Unit4, Eye-share).
- Defined and executed the multi-year product roadmap, reducing time-to-market for new features by 35% through agile ceremonies, backlog grooming, and quarterly PI planning.
- Spearheaded AI transformation programme deploying intelligent bots and MLOps pipelines, cutting recurring incidents by 76% (3,800 to 900) and reducing manual training effort by 60%.
- Established CI/CD pipelines, DevSecOps controls, and MLOps workflows that increased release frequency from monthly to bi-weekly with less than 2% rollback rate.
- Recruited and mentored 8 senior engineers and 3 tech leads; implemented structured succession planning and change management protocols across all critical roles.

### Director of Delivery

Dec 2019 - Jun 2022

**Centific India Pvt Ltd** | Hyderabad, India | Microsoft Partner | AI & Data Engineering

- Directed 450-person delivery organisation (15 Managers, 70 Tech Leads, 130 Senior Associates, 235 Junior Associates), controlling \$3M CAPEX and \$5M OPEX, totalling \$8M budget.
- Delivered Microsoft internal products (Office 365, Office IP) plus Data Platform, Business Intelligence, and advanced visualisation programmes serving 10,000+ Microsoft employees globally.
- Designed and shipped AI human-action detection systems for 3 supply chain and retail clients, reducing manual monitoring hours by 40% per deployment.
- Achieved 200% improvement in delivery throughput and 300% application performance uplift via cloud migration (Azure) and DevOps transformation across 12 product squads.
- Saved ~\$2M through vendor renegotiation across 6 supplier contracts while maintaining 99.5% SLA compliance.
- Grew account revenue from \$1M to \$20M in 24 months through presales strategy, POC-driven wins, and expanding scope across 4 new business lines.

### Delivery Manager

Jul 2017 - Dec 2019

**Deloitte Support Services** | Hyderabad, India | Professional Services | Enterprise App Delivery

- Architected and delivered a unified web and mobile platform for Deloitte University (Texas) replacing 5 third-party tools, automating 100% of event lifecycle management (flight, room, hall booking, training kits) for 2,000+ annual guests.
- Integrated AI automation and SaaS payment processing, eliminating ~15 hours per week of manual data entry and reducing booking errors by 90%.
- Managed India delivery portfolio: 10+ weekly production deployments achieving zero critical outages over 2.5 years through disciplined DevSecOps and change management practices.
- Reduced customer complaints by 45% through SLA-driven support frameworks and proactive stakeholder communication protocols.

**Senior Consultant - BFSI Domain SME**

Mar 2011 - Apr 2017

**Capgemini** | Hyderabad, India | Banking, Financial Services & Insurance

- Served as SME for Banking & Payments across 6 client engagements (Global Payments, Bank of America, Selective Insurance) covering 20+ US states over 6 years.
- Architected Biller Advantage, a configurable multi-portal payment platform (Reseller, Client, CSR portals), compressing merchant onboarding from 3 months to 4 hours (98% reduction).
- Delivered Boarding & Servicing platform tracking millions of transactions and processing payments for onboarded merchants with 99.9% uptime.
- Designed core Payment Engines for Selective Insurance CLAS commercial-line system covering 20+ states; managed full defect lifecycle and release cycles.

**Senior Software Engineer - Telecom SME**

Jan 2009 - Dec 2011

**CGI** | Bangalore, India | Telecommunications

- SME for Telecom domain; designed and developed Payment Engine for Bell Canada serving millions of subscribers.
- Led production support with less than 4-hour P1 resolution SLA; managed full defect lifecycle and weekly stakeholder status reviews.

**Software Engineer**

Jun 2006 - Dec 2008

**Accenture India** | Bangalore, India | Insurance

- Developed web applications for Aflac, AAA, and Auto Club; delivered production support and enhancements across 3 concurrent client programmes.

**EDUCATION**

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**Master of Computer Applications (MCA)**

2006

Utkal University, Odisha

**Bachelor of Computer Applications (BCA)**

2004

Utkal University, Odisha

**CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

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**Cloud Platforms**

- AWS Cloud Practitioner Prep (CLF-C02), AWS, 2025
- AWS Cloud Computing, AWS, 2024
- Google Cloud Foundations, 2026
- Building Generative AI Ready Organization, AWS, 2025
- Amazon Q Introduction, AWS, 2026

**AI & Agentic AI**

- Agentic AI Fundamentals & Applications, LinkedIn, 2026
- Build Your First Agentic AI System, LinkedIn, 2026
- Model Context Protocol (MCP): Hands-On with Agentic AI, 2026
- Claude 101 / Claude Code 101, Anthropic, 2026
- Prompt Engineering, House of Edtech, 2026
- AI Fundamentals & Ecosystem Mastery Phase 1.1, House of Edtech, 2026
- Applications of Generative AI in Learning & Development, LinkedIn, 2021

- Generative AI - Art of the Possible, AWS, 2026
- Planning Generative AI Projects, AWS, 2026
- AI Tools Workshop, Be10x, 2026

### **Leadership, Agile & Delivery**

- SFAFe 6.0 - Scaled Agile Framework Complete Course, 2026
- SFAFe 5, Scaled Agile, 2018
- CSM - Certified Scrum Master, Scrum Alliance, 2017
- Lean Six Sigma Foundations, PMIEF, 2026
- Building High-Performance Teams, 2026
- Creating Psychological Safety for Diverse Teams, 2026
- Product Management, 2026

### **Microsoft & Enterprise Technology**

- MCP / MCAD / MCPDEA, Microsoft, 2008
- Demystifying the .NET Platform: Structure, Features and Potential, LinkedIn, 2026
- Copilot in Teams: AI-Powered Collaboration, 2026
- Docker for Developers, 2026
- TypeScript, 2026
- GitHub, 2026
- Introduction to Fintech, 2026

## **LANGUAGES**

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English (C1 - Advanced) | Hindi (C1 - Advanced) | Bengali (A2 - Elementary) | Punjabi (A1 - Beginner)