

RAJA KANGANATHAN

Chennai, India

Lead DevOps Architect | Cloud, AI-Driven AIOps Platforms

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18+ years' experience | BFSI | AI Platforms | Cloud-Native Systems

SUMMARY

Lead DevOps Architect with 18+ years of experience designing and governing enterprise-scale platforms within regulated BFSI environments, with key roles delivered directly at client locations. Specialized in building cloud-agnostic, multi-tenant platforms with a focus on standardization, scalability, and operational excellence.

Proven track record in defining CI/CD governance frameworks, including deployment controls, release standards, and change management across complex delivery landscapes spanning both transactional and data platforms. Strong experience in platform governance covering access control, workload isolation, and secure system integration.

Expertise in DevSecOps practices, ensuring security, compliance, and audit readiness. Adept at driving infrastructure efficiency through resource optimization and scaling strategies.

Experienced in leading DevOps initiatives across multi-client environments and collaborating closely with architecture and security stakeholders. Also architected AI-driven platforms to automate incident triage and enhance operational intelligence.

CORE SKILLS

AI / GenAI:

LangChain, LangGraph, RAG architectures, multi-agent orchestration, LLM tool-calling, embeddings, vector search (PGVector/OpenSearch), prompt engineering, structured outputs, guardrails, AI evaluation frameworks, human-in-loop workflows

Languages:

Python, Java

Cloud & Infra:

AWS, Kubernetes (EKS), GitOps, ArgoCD, Docker, CI/CD (GitLab, Jenkins), Ansible, Terraform

Observability:

Dynatrace, ELK, Grafana, Prometheus, ServiceNow, SonarQube

Data Platforms:

Kafka, Hadoop, Spark, Oracle, Sybase IQ, Informatica

Application Development:

API, Microservice & Integration Services

TATA CONSULTANCY SERVICES - Chennai**AI Platform Lead/Architect | Cloud & GenAI Strategy**

JULY 2024 - Present

Led design and platformization of enterprise GenAI systems supporting large global banking environments.

Enterprise Incident Intelligence Platform (Agentic AI)

Architected and led development of a multi-agent AI platform to automate production incident triage across data and application ecosystems.

Impact:

- Reduced first-level triage time by 40%
- Improved routing accuracy across support squads
- Standardized knowledge reuse from 10k+ historical tickets

Architecture Ownership:

- Designed multi-agent orchestration layer using LangGraph
- Built centralized RAG infrastructure over incident tickets & runbooks
- Implemented metadata-aware vector retrieval
- Integrated tool-calling for Dynatrace, ServiceNow, CI/CD logs
- Implemented confidence scoring + human override workflow
- Established AI observability (latency, cost, prompt tracing)
- Designed fallback & multi-LLM routing strategy

Scaled as reusable AI platform component for additional enterprise use cases.

Enterprise GenAI Platform Blueprint

Defined reference architecture and governance framework for enterprise-wide AI adoption.

- Created reusable architecture standards for RAG & Agent systems
- Defined multi-model routing (cost-tiered LLM selection)
- Designed AI cost governance & token monitoring strategy
- Implemented guardrails (schema validation, PII masking)
- Established offline evaluation harness using historical datasets
- Created AI risk & compliance control framework for BFSI

Enabled AI enablement roadmap across multiple enterprise teams.

TATA CONSULTANCY SERVICES – BNP Paribas Fortis (Belgium)

Solution / DevOps Architect – Data Hub Systems

DEC 2019 – JUN 2024

Led modernization of large-scale Data Warehouse and Data Lake platforms.

Impact:

- Increased release velocity across squads
- Reduced deployment errors via automated governance
- Standardized CI/CD for legacy + modern workloads

Key Contributions:

- Architected scalable CI/CD pipelines for Oracle, Informatica, Ctrl-M
- Implemented segregation-of-duties controls
- Built unified monitoring framework across pipelines & databases
- Containerized workloads for Kubernetes-based deployments
- Established enterprise release governance processes

Provided foundational platform enabling future AI workload integration.

TATA CONSULTANCY SERVICES – BNP Paribas (France)

Technical Architect – API & Platform Modernization

NOV 2014 – NOV 2019

- Led COBOL-to-Java modernization initiative
 - Migrated IBM WAS to JBoss EAP
 - Introduced Docker & Kubernetes modernization patterns
 - Designed API-first integration architecture
 - Delivered microservices PoCs (Spring, Camel, Drools)
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Earlier Roles

Higher One Inc (FinTech), Chennai, India | Jan 2012 – July 2014

Lead Developer

(later acquired by Transact Campus Inc), Chennai, India

Payroll Partner: Clairvoyant Tech Soft Private Limited (initial 8 months)

- First engineer hired for India captive center; traveled to the USA for transition and knowledge transfer.
- Supported offshore center setup and team ramp-up.
- Designed and implemented SOAP services platform using Apache CXF.
- Integrated payment systems with PeopleSoft ERP using BPM workflows.

BA Continuum Pvt Ltd, Chennai, India | Nov 2010 –Nov 2011

Senior Software Engineer

- Worked on Master Data Management solutions for Merrill Lynch Wealth Management.
- Developed SOAP web services using Siperian platform.
- Improved service reliability and SOA integrations.
- Implemented CI pipelines using Hudson and automated regression tools.

Satyam Computer Services Ltd, Chennai, India | Nov 2007 –Nov 2010

Java Developer

- Worked on Internet Banking platforms for State Bank of India.
- Delivered enhancements, production fixes, and backend Java modules.
- Built Spring-based monitoring interface for batch job operations.

Completed enterprise Java trainee program.

EDUCATION

Bachelor of Engineering (Mechanical)
Anna University | 2003 – 2007

CERTIFICATIONS

- TOGAF 9.1
 - AWS Solutions Architect – Associate
 - Docker Certified Associate
 - IBM Certified Application Developer
 - Sun Certified Java Programmer 1.5
 - Sun Certified Business Component Developer
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LANGUAGES

- English – Proficient
- Tamil – Proficient
- French – Beginner