KARTHICK RAJU

AI DELIVERY AND TRANSFORMATION LEADER

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Professional Summary

AI delivery and enablement leader with 18+ years in software engineering and enterprise delivery. Led 20+ AI initiatives spanning agentic applications, small language model (SLM) fine-tuning and in-house alternatives to paid enterprise software. Enabled AI adoption across the software development lifecycle (AI SDLC), personally training 500+ developers, primarily in AI-assisted engineering. Established a 20+ member AI Centre of Excellence. Combines executive stakeholder management, programme and budget management, and architecture oversight to guide teams from use-case prioritisation to production rollout.

Core Skills and Capabilities

AI delivery: Use-case discovery and prioritisation; delivery planning; PoC-to-production delivery; Agile Scrum; risk and dependency management.

Programme leadership: Scope and estimation; budgets and resource planning; executive and cross-functional stakeholder management; delivery governance.

AI SDLC and adoption: AI-assisted coding, debugging, testing and documentation; developer training; team building; AI Centre of Excellence leadership.

Generative AI (GenAI) and agentic solutions: Large language model (LLM) integration; retrieval-augmented generation (RAG); embeddings and vector databases; API-based agent workflows; machine learning delivery.

Technical leadership: Solution design; model selection; SLM fine-tuning with LoRA/QLoRA; architecture reviews; AWS SageMaker and Azure-hosted LLM services.

AI governance and operations: Response evaluation; data-access controls; human approvals; release readiness; monitoring of failures, latency, model usage and costs.

Professional Experience

AI Delivery and Transformation Leader

Jul 2025 - Present

- Led a portfolio of 20+ AI initiatives across multiple client engagements, translating business needs into solution proposals and delivery plans. Guided engineering teams through implementation and managed estimates, staffing and budget tracking, with delivery responsibility for 40+ people on one engagement.
- Partnered with a client's CEO and senior stakeholders to establish an AI Centre of Excellence and build a 20+ member team.
- AI SDLC enablement: personally trained 500+ developers, primarily in AI-assisted coding, debugging, testing and documentation, with additional batches covering AI applications, agents and delivery practices.
- BOM assessment: led an AI-assisted application that reduced full-project bill of materials review from 3-4 weeks to one day, identifying obsolete components and comparing alternatives by specification, configuration and price.
- HRMS: delivered an in-house platform with AI assistance for 500+ employees and retired the previous paid tool. The full build cost, including development team time, was approximately six months of the former subscription fees.
- Engineering knowledge assistant: led delivery of a small language model fine-tuned on AWS SageMaker using LoRA and QLoRA, incorporating hardware-domain and proprietary product knowledge. In use by 50 users for technical queries and problem-solving, reducing reliance on senior specialists.
- Manufacturing hazard management: delivered a production solution using machine/sensor data to predict hazards, recommend actions and track alerts through corrective action. Used reinforcement learning to inform risk-reduction actions and adjust alert thresholds or priorities.

Professional Experience Continued

Site Lead at Infosys

Sep 2023 - Jun 2025

- Owned delivery and site/people leadership for a banking client unit spanning 5-7 Scrum teams. Delivered AI-powered business applications alongside conventional software.
- Co-led team expansion from 58 to 80+ people with account leadership and recruitment, owning delivery staffing needs and team readiness.
- Led AI initiatives for the business unit, forming an AI squad to evaluate, prioritise and implement proofs of concept (PoCs).
- Collaborated with the central AI team on implementation across the business unit.

Delivery Manager at Danske Bank

Jan 2021 - Aug 2023

- Led digital customer-facing channels across multiple Scrum teams comprising 40+ people. Wider India delivery responsibilities covered around 50 cross-functional team members.
- Owned delivery of legacy-system retirement and business-critical forms migration, realising approximately US$1 million in annual maintenance and support savings. Led planning, teams, dependencies, stakeholder coordination and migration.
- Digitised estate-document submission using e-ID and e-signatures, reducing the time customers needed to complete and submit documents from approximately two weeks to two days. Enabled largely remote completion or a single branch visit.

Engineering Manager at Danske Bank

May 2018 - Dec 2020

- Established an India development team of 20+ developers and expanded responsibility to global delivery for 35+ developers across India, Denmark and Lithuania.
- Led A/B testing and UX improvements that increased qualified home-loan leads passed to sales or advisory teams in Denmark by 30%.
- Led a natural-language form-building pilot that enabled the team to create 40% more forms in the same amount of time, with testing by selected business users.
- Strengthened release-readiness checks, automated testing, code/design reviews and quality dashboards across Scrum teams, improving production quality and release stability.

Project Manager at Danske Bank

Aug 2015 - Apr 2018

- Modernised existing banking applications while retaining legacy systems. Owned end-to-end delivery and introduced automated task ordering and prioritisation for business analysts.
- Led implementation of a test framework across the organisation.
- Led the conversion of a customer-facing website to a content management system (CMS), coordinating requests from multiple stakeholders.

Earlier Experience

Lead Consultant at ITC Infotech | Dec 2013 - Jul 2015

Senior Web Developer at Replicon | Jun 2011 - Dec 2013

Software Engineer at TEKsystems | Sep 2008 - May 2011

Education

B.Tech (Information Technology) | Anna University | Jan 2004 - Jan 2008

Executive Program | IIM Bangalore | Jan 2019 - Jan 2020

PG Diploma in Product Management | Jan 2022 - Jan 2023

Business Fellowship | Jan 2023 - Jan 2024