## Kiran Namdeo Patil,

**AI-First Digital Transformation Leader,** **Head Enterprise Solutions, DGM**

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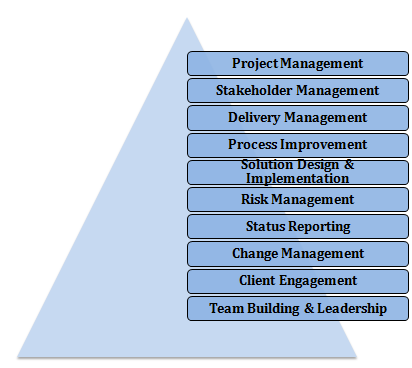
Digital presence – [www.kiranpatil.tech](https://www.kiranpatil.tech)

Linkedin: - [www.linkedin.com/in/patil-kiran](http://www.linkedin.com/in/patil-kiran) Web: [*https://www.linkedin.com/in/kpthebrand/*](https://www.linkedin.com/in/kpthebrand/)

AI-first Digital Transformation Leader with 22+ years’ Experience with handling multiple **Products,** **Projects, Delivery, and Implementations**, utilizinginsightful experience with Certification in Project Management (**PMP**).

*Verticals*: Experience in diverse domains like **VAS | Visa Services| Travel n Tourism | Wallet Payments | Microfinance Solutions | GPRS-based Vehicle Tracking | Online Ticketing | HRMS | Smart City Manufacturing | BFSI | Healthcare | Retail**

*Key skill sets***: Program Management | Product Management | Operation Management | Delivery Management | Profit and Loss Management | People Management | Vendor Management | Java | PHP | Embedded Systems | SAP | TIBCO | Microsoft Technologies | PMBOK | Agile | SCRUM | CMMI |ITIL**

**EXECUTIVE SUMMARY**

* Single Point of Contact and Delivery Head for all IT integrations across Schengen missions globally. Spearheading digital transformation and end-to-end delivery of integrated visa processing solutions for multiple embassies. Managing cross-functional teams, overseeing agile-based deployments, and driving mission-critical rollouts with 100% compliance to evolving EU regulatory frameworks.
* Versatile and result-driven Project Delivery Head with 20+ years of global experience leading enterprise-scale software solutions and AI-integrated transformations. Proven expertise in delivering complex, multimillion-dollar programs across verticals including Smart Cities, BFSI, Visa Processing, and TravelTech.
* **Championed AI-driven accelerations** cutting development cycles by up to **50%**, enhancing team velocity through intelligent automation, code generation tools, predictive analytics, and GenAI copilots.
* Deep understanding of **product strategy, delivery optimization, and AI integration** using platforms like ChatGPT, Copilot, LangChain, and custom ML models.
* Adept at building high-performing cross-functional teams and overseeing delivery pipelines across diverse tech stacks and geographies (USA, Gulf, SEA).
* Strong knowledge of B2B and B2C development.
* **20+ years** of global experience working in IT, **6 years in the USA, Dubai, Kuwait, Vietnam, Myanmar, and Thailand**.
* Exposure from **top companies** including **L&T InfoTech, Cox & Kings, TCG Software, Auriopro, and now VFS**.

### Core Expertise

* AI-Powered Project Development, Delivery & Automation
* AI & GenAI Integration: LLM Fine-tuning, RAG, LangChain, OpenAI API, Hugging Face, GPT-⅘
* Cloud & DevOps: AWS, Azure, Kubernetes, Docker, Terraform, CI/CD, GitHub Actions
* Data & Analytics: Data Lakes, Snowflake, Power BI, BigQuery, ETL Pipelines, Predictive Analytics
* GenAI Tools Integration (ChatGPT, GitHub Copilot, LangChain, Cursor)
* Agile/DevOps Transformation | Sprint Velocity Optimization
* Product Roadmap Strategy | Client & Vendor Management
* Full SDLC Oversight | Multi-domain Delivery (Visa, IoT, HRMS)
* AI in Operations: Intelligent Chatbots, Predictive Maintenance, NLP
* Team Enablement through AI-based Training & Knowledge Mgmt
* Enterprise IT Delivery | Program Management (PMP Certified)

**CORE COMPETENCIES**

* Complete **ownership** of **Software development** and **Delivery**.
* **Own the strategy and roadmap** for a key product/business area delivery.
* Implementing industry best practices for successful project deliveries.
* Hands-on Knowledge of CMMI, ITIL processes, and agile lifecycle.
* Business Intelligence and implementation enable organizations to make correct decisions and forecast future business on data behavior.
* Thorough knowledge of **Business Analytics** and **Artificial intelligence**.
* Transforming high-level strategic direction into tactical product direction.
* Managing all aspects of a successful software or technology product throughout its lifecycle, including product strategy development, customer insights/needs, and requirements definition.
* Defining the **product acceptance criteria** along with all business leaders to ensure **what is possible and what is not**. Ensures that whatever possible is met; plans for it and ensures that product (and features) is appropriately used for its end user.
* *Ability to adjust to any domain on any technology without spending too much time understanding it*. Looking at my core competency of adaptability and continuous learning skill, I can grasp and manage any project, and any role within a short time span on any domain.

**CERTIFICATIONS**

* **Project Management Professional (PMP) from PMI in Dec’11**
* Internal Quality Auditor from Innovative Business Management in Jun’09
* **Six Sigma Green Belt** Training at L&T InfoTech.

**ACADEMIC QUALIFICATIONS**

* **Masters InfoTech** Course from IBS Computers, Thane (2002)
* **Bachelors in Science** from Dnyansadhana College, **Mumbai University**,India (2001)

**ACHIEVEMENTS**

* Introduced **AI-driven delivery playbooks** to reduce manual intervention in requirement gathering, code scaffolding, and testing.
* Reduced delivery cycles by 53%, saving ~$1.2M annually, by deploying GPT-powered copilots
* Successfully led high-stakes rollout for eVAF, BOLT, and biometric integrations with Swiss, France, Germany, and Netherlands missions
* Built and led elite taskforce for AI-enhanced data validation and cross-border IT support
* Enabled **50%+ reduction in dev cycles** by integrating GPT-powered assistants for developers and QA teams.
* Essayed a key role in overcoming USA rollout challenges during the execution of projects. Provided extended support to the business and operation team from the IT side.
* Successfully implemented Online Payment Portal across the USA region for US Rollout.
* Attributed systems expertise for each team member across Kuwait applications and built a supporting training series to address knowledge gaps.
* Recognized for the efforts and received:
* Star Award for technology and support
* Bravo for project execution
* **Developed Wallet** (Rokad) Product for Trimax **as per rules and regulations of RBI** and received audit approval from RBI to run Wallet (Prepaid Payment Instrument). This includes mobile app as well.
* Directed AI-enabled IoT projects like RoadPulse and Kello **and passenger counting** .
* **Developed a Vehicle tracking system** called **RoadPulse** (Web and Mobile app).
* Worked on **Artificial Intelligence** to start **Chat Bolt** on BookOnSpot product.
* Successfully implemented HR Align products in Reliance, Wan bury, and PNBHFL along with International clients like Tritech, and Mega We Care.
* Team Performance Award for excellent delivery

**Technologies:**

* **Responsible for designing, overseeing, and implementing Projects, Products, and Programs** for the Indian & Global Markets.
* **Build and develop a highly skilled** team to provide robust IT solutions and provide adequate business results.
* **Deep knowledge of Visa application processing, IoT, Payment Wallets, Vehicle Tracking Systems, Online Ticketing systems, ERP products,** and **implementation across the globe** (HR Align HRMS, SAP, logistic operations)
* Updates on the latest technology that connects me with the team and drives technology standards along with best practices within the organization to ensure quality and predictability.
* Establish risk management and governance processes.
* Implemented technology infrastructure to support growing business and leverage existing applications.
* Driving team of iOS and Android Mobile application development.
* Driving embedded team for IOT deliveries.

**Management and Leadership:**

* **Own the strategy and roadmap** for a key product/business area delivery.
* Transforming high-level strategic product direction into tactical product direction.
* Manage all aspects of a successful software or technology product throughout its lifecycle, including product strategy development, customer insights/needs, and requirements definition.
* Defines the **product acceptance criteria** along with all business leaders to ensure **what is possible and what is not**. Ensures that whatever possible is met; plan for and ensures that product (and features) are appropriately used by operations and BD team;
* **Working closely** with business, operations, engineering, project management office, marketing and other **key stakeholders** to prioritize, develop and deliver products, in an agile environment
* **Report progress to all stakeholders** through Sprint Burn-Down Reports, Iteration Burn-Down Reports, and velocity target updates.
* Reviewing and executing detailed project plan along with the Project teams. Socialize the same along with all other support team to ensure project execution in a timely manner. Collaborated with the team, architect and product owner to ensure rightness of features and design.

**PROFESSIONAL EXPERIENCE**

* **VFS Global Services** | Head Enterprise Solutions, DGM | March 2023 till onwards
* **Auriopro Solutions Ltd** | Associate Director, Delivery | Jully 2021 till March 2023
* **Trimax it infrastructure & services limited** | General Manager - Products | May 2017 till July 2021
* **Neterson technologies**, Mumbai | Asst. General Manager | June 2015 – Mar 2017
* **Cox and Kings Global Services**, Mumbai - Sr. Manager Global Delivery | Aug 2012 – June 2015
* **L&T InfoTech**, USA/Mumbai | June 2007 - Aug 2012
  + Project Lead/Manager – SAP EP Implementation, L&T InfoTech, Mumbai/USA
  + Project Lead – IM Global Interface Development, L&T InfoTech, Mumbai/USA
* **TCG Software Services**, Software Engineer | Nov 2005 - June 2007
* **Abbeys, Consultant**, Mumbai | Sep 2005 - Nov 2005
* **Arion System**, Software Engineer, Mumbai | May 2004 - Aug 2004
* **Techno Services**, Consultant, Thane | Feb 2003 – May 2004

### 🧰 Technologies & Tools

**AI Tools:** OpenAI GPT-4, GitHub Copilot, TensorFlow, Dialogflow  
**Languages & Frameworks:** Java, PHP, Angular, Node.js, Ionic, .NET, Laravel, React , Flutter  
 **Platforms:** AWS, Azure, SAP, TIBCO, Embedded Systems  
 **Methodologies:** Agile, Scrum, DevOps, CMMI, ITIL  
 **Project Tools:** JIRA, Asana, Monday.com, Azure DevOps

**PERSONAL DETAILS**

Date of Birth: 12th February, 1980 **|** Languages Known: English, Marathi and Hindi

Hobbies: Travelling around the world, Chess, Gym, Cricket, Football, Reading books