

Amit Maheshwari

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Senior Delivery Manager · 20+ years BFSI, Mortgage Tech. Hands-on GenAI practitioner. Built multi-agent workflows, production-grade RAG on AWS, and AI-powered PM tool. PMP · AWS-CCP · ITIL · Claude Code

SKILLS

CORE COMPETENCIES

Program Management
Project Management
(Waterfall & Agile)
Scrum Master
Technical Delivery
Financial management/
Budgeting/ Forecasting
Resource Management
Product Management
Release Management
Stakeholder Management
Risk Management
Change Governance

PM TOOLS

Azure DevOps • Jira
Visio • Service Now
MS Project • Power BI

AI ENGINEERING

MS Copilot • Claude Code
LLM Prompt engineering
AI Workflow design

CERTIFICATIONS

Claude Code • AWS-CCP
PMP - PMI • ITIL
German Language (A2)

AWARDS

AI Hackathon • Role Model
Best PM • Rising Star

DOMAIN

BFSI • FinTech
Credit Card • Mortgage
Consulting • Automobile

EDUCATION

IGNOU

MASTER IN COMPUTER
SCIENCE
New Delhi

EXPERIENCE

CONSTELLATION TECHNOLOGIES | SR. PROJECT MANAGER

Aug 2015 – Present | Hyderabad

- Manage program and project delivery of 5 products across multiple clients.
- Partnered with technology and operations teams on customizations and 200+ releases across multiple environments – 100% on-time in client-facing environments.
- Led Scrum implementation across 3 geographies – partnered with product owners on user-story right-sizing, increasing team velocity by 33%.
- Coordinated multi-team communication across distributed teams, reducing sprint carry-forward by 50%.
- Oversaw migration of legacy applications to new architecture – upgraded 56 RHEL6 servers to RHEL8 with zero production incidents.
- Coached new teams on Agile values and principles, implemented Definition of Ready/Done at story, sprint, and release levels.
- Built an AI-powered project assistant using Co-pilot for automated status summarization, sprint report drafting, and risk flag generation – reducing PM reporting effort by 40%.

R SYSTEMS INTERNATIONAL LTD | PROJECT MANAGER

Mar 2013 – Dec 2014 | Gurgaon

- Directed end-to-end delivery for high-scale products – maintained 99%+ SLA compliance.
- Automated manual file processing – saved 3 person-months and eliminated 3rd-party SLA penalties.
- Improved team performance by 20% through automation of recurring service requests.
- Reduced team size by 12% by automating 40+ manual activities.

BIRLASOFT LTD | SR. SOFTWARE ENGINEER

Sept 2007 – March 2012 | Noida

- Improved business-critical application uptime from 90% to 99.17% by identifying issues and their impact on server and application performance.
- Increased incident resolution within SLA from 65% to 100% in 45 days.
- Reduced global change implementation cycle from 40 days to 15 days.
- Expanded production support coverage from 2 countries to 35 countries.

EARLY EXPERIENCE | 2004–2007

- Software Engineer roles at Pre-emptive Systems, iBilt Technologies, Keane India.
- Web app development across Automobile and Government clients.

AI AND GENAI PRACTITIONER WORK

PERSONAL PORTFOLIO | TECHJALEBI.COM

Independent apps to solve enterprise problems. Architected, coded, and deployed end-to-end

- **Multi-Agent Engineering Pipeline** A 4-agent sequential workflow where each agent's output drives the next, with no human in the loop.
- **Production-Grade RAG on AWS** Architected two enterprise-ready RAG pipelines using Pinecone and a parallel version using S3 Vector Store.
- **Compliance-Safe Pipeline Architecture** A multi-agent pipeline that contains LLM hallucination through architectural guardrails – pattern applies to credit card, banking, and fintech use cases.
- **AI-Powered Delivery Tools** – DORA metrics dashboard and Eisenhower prioritization app turning delivery theory into working tools for sprint teams to use.
- **Tech Stack:** AWS (Bedrock, Lambda, S3, CloudFront, API Gateway, KMS, IAM, CloudWatch) · Pinecone · Python · React · Flask · LLM Prompt Engineering · Claude Code

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