

Venkat Ranganathan

Senior AI Delivery Leader | Forward Deployed AI & Operations | LLM · RAG · Agentic Workflows | 20+ Yrs Enterprise Delivery & Outsourcing Management

Leander, Texas, USA | 860-997-0387 | venkat.ranganathan@gmail.com | linkedin.com/in/venkat-ranganathan-b436936

PROFESSIONAL SUMMARY

Technology leader with 20+ years running large-scale software delivery, vendor ecosystems, and enterprise IT programs — now focused on **Forward Deployed AI and AI-driven Operations**. Hands-on builder of production-grade AI systems: RAG pipelines, agentic automation workflows, and voice-based AI agents. Combines deep AI implementation capability with operational discipline — governance, SLAs, stakeholder alignment, and delivery rigor. MBA + MCA: business strategy meets technical depth.

CORE COMPETENCIES

- IT Strategic Planning & Roadmap Development
- Multi-Team SDLC Leadership & Governance
- Enterprise Architecture & Modernization
- SLA / KPI Design, Governance & Scorecards
- Vendor & Contract Management (RFP → Compliance)
- QA Oversight, Audits & Quality Programs
- AI-Augmented Engineering (RAG, LLM, Agentic Workflows)
- Agile / DevOps Delivery Practices
- Budget Planning, Cost Analysis & Feasibility Reviews
- Cross-Functional Stakeholder & Executive Alignment
- Security & Compliance Governance
- ServiceNow, Jira, Power BI, AWS QuickSight

PROFESSIONAL EXPERIENCE

Independent AI Engineer & Delivery Architect

Self-Employed · Remote | Dec 2025 – Present

Designing and deploying production-grade AI systems focused on enterprise operations and forward-deployed use cases:

- Built RAG pipelines (Pinecone) for enterprise knowledge retrieval — accelerating resolution time and improving support quality at scale
- Developed agentic automation workflows (LangFlow, Zapier) for ticket triage, routing, and engineering orchestration — reducing manual overhead across delivery teams
- Deployed voice-based AI agents (ElevenLabs) for public-facing interfaces; assessed responsible AI deployment tradeoffs in high-stakes environments
- Designed self-service and agent-assist tooling using LLM architectures — directly applicable to modernizing customer-facing and operational technology services

Senior Technical & Operational Delivery Manager | Data Modernization

Accenture · Full-time · Austin, Texas Metropolitan Area · Remote | Aug 2003 – Nov 2025 (22 yrs 4 mos)

Led large-scale IT delivery and vendor operations across global enterprise programs (AMER, EMEA, APAC):

- Directed full SDLC across multi-team engineering organizations — design through production
- Built and governed SLA/KPI frameworks, delivery scorecards, and QBR cadences for executive stakeholders
- Managed end-to-end vendor ecosystem: RFPs, contract negotiation, compliance, and deliverable approval
- Designed delivery dashboards in ServiceNow, Jira, Power BI, and AWS QuickSight — real-time visibility into program health, budget, and team performance
- Led QA and audit programs ensuring delivery consistency and alignment to long-range technology strategy
- Partnered with Legal, Finance, Procurement, and Security on compliance and technology risk
- Directed staff performance management, workforce planning, and team onboarding at scale

Sr. Consultant — Application Support Lead / Solution Architect / Project Lead

TCS / Keane / St. Paul Travelers | Nov 1995 – Feb 2003 (7 yrs 4 mos)

- Built and scaled 24/7 global application delivery and support models for enterprise clients across multiple geographies and technology stacks
- Served as project manager for complex application development, upgrade, and enhancement programs; developed scope of work, milestones, and technical specifications
- Established foundational SDLC processes and escalation frameworks adopted as baseline delivery governance

EDUCATION

EMBA / MBA	University of Houston, C.T. Bauer College of Business	1998 – 2001
MCA — Computer Applications	National Institute of Technology (NIT) Warangal, India	1991 – 1994

TECHNICAL SKILLS & TOOLS

AI / ML: Large Language Models (LLM), Retrieval-Augmented Generation (RAG), Agentic AI, LangFlow, LangChain, Pinecone, ElevenLabs, Zapier, Prompt Engineering

Delivery & Governance: SDLC Governance, Agile, DevOps, SLA/KPI Design, QA Oversight, Vendor & Contract Management, IT Strategic Planning

Analytics & Platforms: ServiceNow, Jira, Power BI, AWS QuickSight

Open To: Forward Deployed Engineer/AI, AI Operations Lead, AI Delivery Manager, Solutions Engineer (AI/ML) — On-site · Hybrid · Remote