

Satyam Patralekh

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Professional Summary

Delivery leader who started as an engineer in R&D labs building systems software, performance tooling and platform products, then carried that engineering depth into more than 20 years of regulated financial services delivery across banking, credit unions and insurance. I own strategy and end-to-end delivery of AI-enabled products: digital onboarding, lending, policy administration, and the data and AI capabilities around them. I have shipped applied AI to production across several eras, from Watson speech and NLP compliance auditing to GenAI, RAG and LLM orchestration. SAFe Program Consultant and AWS Solutions Architect, with five authored books on digital banking and AI.

Core Competencies

- AI program ownership: GenAI, RAG, LLM orchestration, NLP-to-SQL, speech-to-text, classical ML, AI governance in regulated environments
- Banking and insurance delivery: digital onboarding, lending, customer data platforms, policy administration on Origami Risk, core banking integration
- Fraud decisioning and identity verification balanced against customer experience and straight-through processing
- Intelligent Automation and endpoint products in an R&D organization
- SAFe and Agile transformation at enterprise scale (20+ scrum teams)
- Global delivery leadership across the US, India and APAC, teams of 25 to 100+
- Reusable IP and accelerators, portfolio investment governance, vendor and commercial management

Professional Experience

Myridius | Phoenix, AZ | Director | Dec 2024 to Present

- Lead a BFSI-focused practice covering digital onboarding, lending and insurance delivery, plus a GenAI practice building RAG pipelines, banking accelerators and AI/ML adoption strategy for financial services clients. Manage nine direct reports and distributed squads across the US, India and the Philippines.
- Delivered a workers' compensation policy administration system on Origami Risk for ISC (Integrated Specialty Coverages) in a 14-week build against an immovable renewal date: 487 work items across 324 user

stories and 26 epics over five pillars, two change requests absorbed, 0 days of date slippage, 183 days from contract signature to production, with a 43-person team. The client called it the smoothest implementation they had been part of.

- Ran a digital onboarding portfolio of eight banks, credit unions and lenders covering consumer and business account opening, deposits, consumer loans and small business lending, with comparable results across implementations.
- For the flagship Lake Michigan Credit Union consumer account opening platform: 1,000+ applicants in month one against a prior run rate under 200 per month, account opening under 3 minutes, completion above 80%, 98% straight-through auto-decisioning, 98% accuracy auto-declining fraudulent applications, and 100% same-session online banking enrollment. Integrated roughly 20 services including Prove, Socure, Experian, Plaid and the core banking system.
- Lead Myridius Ascend, the firm's banking assets and accelerators program, including an accelerator for Prove published on AWS Marketplace and an accelerator that turns a single-line business request into an epic and story set with banking compliance, privacy and security guardrails built in.

Cloud Centric Inc | Phoenix, AZ | Sr. Director, Product and Technology | Sep 2024 to Nov 2024

- Full-time with Cloud Centric, deployed to a client engagement delivering a generative-AI Client Brief Generator for the American Express Merchant group.
- Owned the solution end to end, from proposal and solution architecture through delivery to production in roughly one quarter.
- Built a RAG pipeline that fused internal AMEX transaction intelligence with live external web and regulatory signals: scraping, chunking, embeddings and vector search, with analytics and forecasts feeding GPT-4o via Azure OpenAI through LangChain orchestration.
- Added grounding and guardrails so every number was injected from the analytics layer and an automated accuracy check gated each brief before it reached a client-facing user. Collapsed multi-system, multi-hour manual brief preparation into automated on-demand generation and scaled coverage from a hand-picked few to the full merchant book.

HP Inc | Phoenix, AZ | Principal EPM | May 2022 to Aug 2024

- Principal Engineering Program Manager in the Intelligent Automation department (R&D). Set technical roadmaps with market research and business teams and built teams from the ground up.
- Led HP Presence, the first conferencing solution that intelligently processes audio in the control center, with a team of 25 engineers: 70% adoption in year one, 92% CSAT, and +5% market share for HP. HP Presence was named to TIME's 200 Best Inventions of 2022.
- Led Device Scripts, a GenAI endpoint management product with LLM-

based PowerShell remediation and predictive maintenance, competing against Microsoft Intune and Nexthink. Team of 35 engineers, targeting a projected 30% reduction in IT helpdesk tickets, +25% asset management efficiency and +15% developer acceleration.

- Shipped a Campaign Management AI assistant that turns a business user's plain-English request into pseudocode and SQL, executes it and returns data with multivariate analysis. Cut campaign cycle time from 2 months to 1 day.
- Ran Inventory Ingestion, migrating from legacy IDM systems to modern Asset Services for device enrollment, reducing cost and improving scalability and accuracy.

IBM | Phoenix, AZ | Delivery Project Executive / Delivery Partner | Aug 2009 to Apr 2022

- As Associate Partner and Delivery Project Executive on the American Express account, ran four portfolios, grew department revenue from \$10M to \$26M recurring at 25% profitability, held 100% renewals, and sustained a 10/10 CSAT across six surveys over three years with zero attrition in the final four quarters.
- Ran the GBS NA FSS Reusable Assets and IP function across North America: set product direction, roadmap and implementation strategy, and drove accelerators from concept to client adoption. Flagship asset IBM Digital Scenario Builder took a Swagger spec and generated, built, tested, deployed and monitored microservices with no human intervention.
- Built Blaze, a sales and marketing customer data platform pulling analyzed data from 80+ systems on Salesforce, Big Data, Spark, Hive, Kafka and AI/ML. Cut sales pre-call prep from 23 minutes to 7 minutes (3x more calls per rep), lifted conversion +10% and CSAT +15%, and moved click/open rate from 20% to 45%.
- Saw the COVID compliance risk coming in Mar 2020 and won, architected and directed to production an AMEX card-acquisition telesales compliance auditing platform using Watson Speech to Text, Natural Language Understanding and Natural Language Classifier. Shifted compliance QA from a limited manual call sample to automated audit across the full telesales call volume.
- Built DaaS / Cornerstone, the first operational product on the big data platform for a top banking and finance organization: migrated legacy AR systems to HBase and Hive, cut datafile latency from up to 15 days to under 48 hours, and served 12M+ datafiles and 15M+ reports per year.
- Led the Next Gen Credit and Collection SAFE transformation across 20+ scrum teams, coaching Business VPs and Directors and delivering a program that had been undelivered for years. Also served as Program Manager and Executive SAFE Coach for the Risk organization.
- As IRB Facilitator for IBM India's Investment Review Board (2011 to 2014), ran intake, business-case and ROI validation, cross-functional review and executive defense for funding proposals, cutting the approval

cycle from 30+ days to 5 days. Built the Deal Registration platform as Engineering Manager (team up to 80 across four countries), cutting approval from 12 days to under 48 hours and lifting deal win ratio +19%.

Datamatics Software Services Ltd. | Pune, India | Project Lead | Jul 2008 to Jul 2009

- Technical Relationship Manager placed at IBM STG, managing roadmap alignment and enablement workshops with high-revenue ISV accounts.

Hewlett-Packard India Software Operation Pvt Ltd | Bengaluru, India | Software Designer II | Sep 2005 to Jun 2008

- Built the `perfd` daemon for the HP OpenView Performance Agent, collecting 1000+ system performance parameters across CPU, memory, network, disk and process, ported across AIX, HP-UX, Solaris, Linux, Windows, Tru64 and OpenVMS.
- Architected HP PerfSim, an enterprise simulator that powered TDD adoption for HP OpenView with nightly builds and automated regression. Adopted by other HP labs.
- Fixed a critical AIX bug in the Boeing environment and earned the AIX Champion reputation.

Axes Technologies (I) Pvt Ltd | Bengaluru, India | Software Engineer | Sep 2004 to Sep 2005

- Built VOIP protocol stacks (MGCP, Megaco/H.248, SIP) and SS7, from requirement gathering through integration, performance tuning and test automation.

Education and Certifications

- Bachelor of Science (Engg.), Computer Science Engineering, Magadh University, Bodh Gaya, India, 2003. Distinction (72.6%).
- SAFe Program Consultant (SPC), SAFe 4.5, Scaled Agile
- AWS Certified Solutions Architect, Associate
- ICAgile Certified Professional in Agile Coaching (ICP-ACC), Jul 2020
- Professional Scrum Master (PSM I); Scrum Fundamentals Certified (SFC)
- Career Essentials in Generative AI, Microsoft / LinkedIn Learning
- IBM: Agile Thought Leader, Banking Industry Silver, Data Science Foundations, Cloud Native Development, Docker Essentials, Enterprise Design Thinking
- Author of five books on digital banking and AI, including “Digital Onboarding in Banking” (2025) and “Digital Banking Transformation: In the wake of Generative AI” (2025, co-authored with Shivam Patralekh)