Abani Mahapatra

VP Engineering | Data, Cloud and AI Platforms | Global Delivery

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SUMMARY

Engineering executive with about 20 years leading enterprise data, cloud and AI delivery across consumer credit, banking, gaming, healthcare and hospitality. Hands on ITSM and managed service support leader, proven at Motorola Solutions and Hilton Grand Vacations. Directs global teams and a 24x7 operation for Credit One Bank, Hilton Grand Vacations and IGT/Everi. Runs an operation with about $20M in annual revenue across multiple clients and contract types, delivered through onshore, nearshore and offshore teams. Remains hands on as a Google certified cloud architect, with BigQuery and Azure migrations and an AI agent operating model now used daily across sales, solutioning and operations. Targeting a VP role that brings data, platform and AI engineering under one leader.

RESULTS

- **$20M a year** in revenue across multiple clients and contract types, delivered from onshore, nearshore and offshore teams
- **24x7** L2/L3 managed services across three enterprise clients
- **About 200 people** led across multiple geographies and time zones
- **30%** IT cost reduction from a datacenter decommission and Azure move
- **$90K a year** saved by moving OBIEE reporting to Jasper
- **30%** less technical debt and **80%** faster new hire onboarding through a mentoring program

CORE COMPETENCIES

- **Leadership:** engineering organization design, global onshore and offshore teams, executive and client partnership, transformation strategy and execution, P&L and financials, GCC setup, bulk hiring, stakeholder management, coaching
- **ITSM and Managed Services:** hands on at Motorola Solutions and Hilton Grand Vacations, 24x7 L2/L3 operations, incident, problem and change management, SLA reporting, root cause analysis, ITIL
- **Contracts and Pre-Sales:** multi year SOW and RFP creation, contract renewals, fixed price, fixed bid, T&M and managed service models, pricing, solution strategy, transition planning
- **Delivery:** technical program management, HIPAA compliant solution delivery, Scrum, Lean and Design Thinking principles, led solution design, agile and waterfall, ITIL
- **Cloud and Data:** GCP (BigQuery, Spanner, Cloud SQL, Pub/Sub, Dataflow and Apache Beam, Composer and Airflow, Looker, Data Catalog, KMS), Azure (Data Factory, Azure SQL, Power BI), Snowflake, data governance, encryption (AEAD)
- **AI:** LLMs, RAG, AI agents, agentic workflows, AI-enabled operating models
- **Engineering:** Python, SQL, PL/SQL, JavaScript, Terraform, Jenkins, GitHub, Azure DevOps, CI/CD
- **Business Platforms:** NetSuite, Celigo, Orderful (EDI 810 and 850), Dynamics GP

EXPERIENCE

Director of Engineering, Mouritech (formerly Vertisystem Inc.) **Sep 2021 to Present**

Las Vegas, NV. Data Architect at Vertisystem, 2013 to 2021.

- Led the engineering integration after the Vertisystem and Mouritech merger.
- Named Engagement Leader for Credit One Bank, Hilton Grand Vacations and IGT/Everi in Mar 2023, and manage those strategic accounts today.
- Built offshore delivery centers in Indore and Hyderabad to staff and deliver client engagements.
- GCC setup and execution for Hilton Grand Vacations: bulk hiring, SOW and stakeholder management.
- Led the Nevada Heart and Vascular engagement to build a HIPAA compliant portal where physicians capture patient diagnosis records and use them for rounding, replacing manual document handling. Built the offshore team and delivered the portal.

- Run a 24x7 L2/L3 managed services operation. Wrote the L3 support proposal for Hilton Grand Vacations and carried out the onshore and offshore staffing, transition and cutover plan.
- Create and renew multi year contracts, writing SOWs and RFP responses across fixed price, fixed bid, time and materials and managed service models. Own the client relationship, engagement financials and client satisfaction.
- Built an AI-enabled operating model where agents handle parts of sales, solutioning and operations.

Business App Manager and Sr. Architect, United Aqua Group (Mouritech client) **Nov 2021 to Feb 2023**

- Reviewed the IT landscape and led cloud modernization: datacenter decommission, Azure migration and a NetSuite transformation.
- Cut IT expense by about 30% by retiring the datacenter-hosted application.
- Delivered proofs of concept for the data warehouse and BI on Azure SQL, Data Factory, Python and Power BI.
- Designed EDI 810 and 850 flows on Orderful and Celigo and automated Procure to Pay and Order to Cash in NetSuite.
- Mentored a team of 10 and reported KPIs to client leadership.

Cloud Data Architect and Senior Data Engineer, Equifax (Mouritech client) **Sep 2020 to Nov 2021**

- Moved on-prem SQL Server data to BigQuery with Dataflow, Cloud Functions, Composer, Pub/Sub and Cloud Storage, under a governance model.
- Built Python pipelines on Airflow and Dataflow for file and REST API ingestion, plus streaming and batch pipelines through Striim and Pub/Sub. Tuned BigQuery procedures and queries.
- Designed column encryption with BigQuery AEAD, Cloud Data Catalog and Google KMS key management.
- Set up CI/CD with GitHub, Terraform, Jenkins and Python.

Data Architect and Engagement Leader, Kofile and TeeSnap (Mouritech clients) **2020 to 2021**

- Kofile: built the Azure SQL and Data Factory warehouse and the reporting model, working directly with the CFO, VP Operations and VP Sales.
- TeeSnap: stood up an onshore and offshore team of 8 and set 30 day, 90 day and 1 year plans for the client's data and reporting problems.

Senior Software Developer and TPM, Diamond Resorts (now HGV) **May 2013 to Apr 2020**

- Led a global team of 40 (10 onsite, 30 offshore) across a portfolio above $10M a year.
- Started a training and peer mentoring program that cut technical debt by 30% and onboarding time by 80%.
- Moved OBIEE reports to Jasper, saving about $90K a year in licenses.
- Hands on lead for ITSM and global managed service support for HGV, including incident handling, escalations and SLA reporting. Also delivered AI inventory optimization and ERP modernization.
- Built Dataflow and Airflow pipelines into BigQuery, Looker dashboards, and a Python integration with the Looker API. Ran a Snowflake proof of concept on Google Cloud for a prospect.

Tech Lead and Software Engineer, iGATE / Capgemini (formerly Patni) **2006 to 2013**

- Motorola Solutions: hands on ITSM and managed service support for the ETL platform. Tuned ETL jobs and improved production health, cutting support issues by about 40%.
- AIMCO: built SSIS, SSAS and SSRS solutions, including a pricing tool for apartment revenue managers.
- Implemented CA Clarity PPM modules for utility and manufacturing clients.

CERTIFICATIONS

Google Certified Professional Cloud Architect | Google Certified Associate Cloud Engineer | Claude AI Fluency, Anthropic | AWS Business Professional | Machine Learning for Business Professionals | Cloud Engineering with Google, Coursera

EDUCATION

B.Tech, Electrical Engineering, KIIT University, India, 2002 to 2006

INDEPENDENT PROJECTS

AppSecDojo, a security news aggregator and testing toolkit with a cybersecurity YouTube channel.
VegasHome, a short-term rental booking and hosting platform.