

Sanjeev Astagi

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SUMMARY

AI and Intelligent Automation Leader with experience leading enterprise AI, automation, and digital transformation programs across banking, financial services, and telecommunications. Delivered enterprise AI and automation transformation across the UAE and Oman, partnering directly with C-suite executives at Finance House and Bank Dhofar to modernize banking operations. Built 3 enterprise Automation and AI Centers of Excellence from the ground up, delivering 170+ automation and AI solutions and identifying a further 102-FTE transformation opportunity pipeline. Executed 250+ Robotic and Intelligent Process Automation solutions across banking and financial services operations. Led multidisciplinary technology teams of up to 70 professionals, spanning quality engineering, automation delivery, and enterprise Center of Excellence functions. Directed enterprise cloud modernization, migrating 60+ applications to Kubernetes-based microservices and earning national recognition for technology excellence in Oman. Introduced generative AI, agentic AI, and retrieval-augmented generation into enterprise workflows to strengthen governance and human oversight across regulated banking environments. Partnered with CIOs and CTOs to shape AI and automation strategy, secure regulatory compliance, and drive organizational change that reduced resistance and accelerated adoption. **Immediately available for both FTE & FTC engagements, call me to discuss business direction, objectives, and challenges.**

EXPERIENCE

AI Transformation Lead | Finance House | Abu Dhabi, United Arab Emirates | Feb 2026 - Present

- Led enterprise-wide AI transformation, intelligent automation, and digital transformation initiatives with the CTO, GCOO, and executive leadership.
- Microsoft Azure AI: Microsoft Foundry, Azure OpenAI, Generative AI, RAG, AI Search, AI Agents, tool/function calling, multimodal AI, prompt engineering, model evaluation, responsible AI and AI solution deployment.
- Azure AI Engineering including NLP, information extraction, computer vision, document intelligence, embeddings, knowledge integration, agent orchestration, monitoring, security and production-grade AI application development.
- Drove adoption of GenAI, agentic AI, and enterprise digital solutions across retail banking, lending, credit administration, finance, risk, compliance, HR, and enterprise services.
- Executed enterprise AI strategy, transformation roadmaps, and an AI operating model to identify high-value AI opportunities.
- Identified opportunities through executive AI discovery workshops, business process assessments, and enterprise AI maturity initiatives.
- Established AI governance frameworks covering responsible AI, prompt engineering standards, human-in-the-loop validation, AI security, ERM, and regulatory compliance.
- Conducted executive AI workshops, seminars, and coaching sessions, training business leaders, Product Owners, Business Analysts, and engineering teams.
- Led enterprise-wide intelligent automation, process analysis, and process reengineering initiatives.
- Oversaw digital onboarding and workflow modernization initiatives integrating DocuSign, UAE PASS, Bizagi BPM, SharePoint, and T24 core banking.
- Digitized credit checks and customer onboarding for Emirati and expatriate customers, improving compliance and the overall customer experience.
- Integrated DocuSign with UAE PASS, improving customer onboarding turnaround time by 35% through digital signature adoption.
- Completed a Gold Loan process improvement within 1 month of joining, reducing operating time by 30%.
- Introduced an agentic AI proof of concept using the n8n platform to explore workflow automation opportunities across banking operations.
- Partnered with business, operations, technology, and risk teams to deliver transformation across Gold Loan, lending operations, DDA, collections, and Vostro visibility.
- Designed context-aware AI solutions using large language models, retrieval-augmented generation, agentic AI architectures, memory layers, and enterprise API integrations.
- Drove organizational change using structured ADKAR and Kotter change management principles, reducing resistance and accelerating enterprise AI adoption.
- Ensured compliance with UAE Central Bank regulations, internal governance standards, risk controls, and responsible AI principles across AI and automation initiatives.

Head of Intelligent Automation | Bank Dhofar | Muscat, Oman | November 2023 - Feb 2026

- Served concurrently as Manager, Microservices and Cloud Transformation, leading the bank's enterprise cloud modernization efforts.
- Established the Enterprise Intelligent Automation CoE with the CIO and Head of Enterprise Architecture, delivering 90+ automation and AI-enabled solutions.
- Achieved 7+ FTE savings while defining AI and automation strategy, operating models, governance frameworks, delivery methodologies, QA standards, and benefits realization.
- Led teams of Automation Developers, AI Engineers, Solution Architects, Business Analysts, Enterprise Architects, SMEs, and System Integrators.
- Delivered support across retail banking, corporate banking, mortgage and property finance, credit administration, finance, risk, compliance, HR, legal, and shared services.
- Improved efficiency of a major revenue-generating product from 25 minutes to 45 seconds per case through automation.
- Defined enterprise AI operating models, automation governance frameworks, demand intake processes, opportunity assessment methodologies, solution lifecycle standards, KPI dashboards, and continuous improvement practices to accelerate adoption.
- Conducted enterprise AI maturity assessments, executive AI discovery workshops, and automation opportunity assessments across business functions.
- Developed value realization frameworks supporting executive investment decisions across enterprise AI and automation initiatives.
- Introduced AI-augmented automation integrating LLMs, retrieval-augmented generation, agentic AI concepts, enterprise APIs, and workflow orchestration frameworks.
- Led enterprise adoption of ChatGPT, Claude, GitHub Copilot, Microsoft Copilot, and Cursor, conducting AI capability workshops for 400 employees.
- Oversaw enterprise cloud modernization, migrating 60+ applications to Kubernetes-based microservices architecture with the CIO and Head of Enterprise Architecture.
- Advanced Oracle ERP Cloud governance, vendor management, and procurement governance in coordination with enterprise architecture for digital transformation objectives.
- Presented enterprise transformation roadmaps, AI maturity dashboards, automation portfolios, delivery risks, and strategic recommendations to executive leadership.

Automation Service Head | HSBC | Hyderabad, India | November 2022 - November 2023

- Built the Enterprise Intelligent Automation CoE, establishing strategy, governance frameworks, operating models, and automation lifecycle management across global markets.

- Extended CoE coverage across MENA, APAC, the UK, the US, and Canada, establishing delivery standards, reusable assets, and executive reporting practices.
- Built a team of 20 professionals comprising 4 Project Managers, 4 Technology Leads, and 12 Developers to scale delivery capability.
- Expanded the CoE with Product Owners, Solution Architects, Automation Developers, QA Engineers, and Operations SMEs.
- Strengthened delivery assurance and continuous improvement practices to support the Automation CoE's strategic positioning across the bank.
- Generated 10 FTE productivity savings while strengthening operational resilience and service quality across the bank.
- Led enterprise intelligent automation programs across fraud operations, collections, finance, operations, risk, compliance, and shared services functions.
- Worked directly with the Head of Fraud, supporting a Fraud and Collections team of 400+ professionals across the UK, Europe, MENAT, and APAC.
- Developed value realization frameworks supporting executive investment decisions across enterprise automation and AI initiatives.
- Designed the Enterprise Automation Operating Model covering governance, delivery lifecycle, QA, reusable components, production support, and KPI measurement.
- Delivered automation solutions across global banking operations, improving fraud detection using Feedzai and strengthening collections efficiency.
- Contributed to bringing the Microsoft Power Platform into HSBC, expanding the bank's low-code automation and application development capability.
- Established KPI dashboards, executive scorecards, and governance frameworks measuring automation adoption, productivity improvements, and portfolio performance.
- Conducted enterprise automation enablement workshops and coaching sessions for 300 professionals, establishing an Automation Champions Network.
- Drove enterprise change management and organizational adoption, reducing resistance, promoting automation awareness, and enabling sustainable digital operating models.

Technology Lead - Intelligent Automation | Infosys | Hyderabad, India | December 2020 - November 2022

- Delivered 70+ RPA and digital process automation solutions across Deutsche Bank and US Bank, driving enterprise process standardization and operational resilience.
- Achieved workforce productivity improvements equivalent to 13 FTEs at Deutsche Bank and an additional 7 FTE savings for US Bank.
- Led enterprise intelligent automation programs supporting high-volume banking operations including IAM, debit card fraud claims, and credit card operations.
- Extended automation programs to enterprise banking services, partnering with business and technology stakeholders to prioritize strategic opportunities.
- Built an enterprise automation opportunity pipeline representing approximately 102 FTEs of automation potential across the organization.
- Conducted enterprise process discovery workshops, automation suitability assessments, feasibility studies, ROI analysis, and value realization planning.
- Built a multidisciplinary intelligent automation delivery team of 9 Automation Developers, 2 QA Engineers, 4 Production Support Engineers, and Business Analysts.
- Collaborated with 130+ Operations Managers, SMEs, and business stakeholders while ensuring delivery excellence, operational continuity, and production stability.
- Took over a critical project that had not gone live for 1 year and delivered it live within 2 months for a major USA bank, delivering 6 FTEs of savings.
- Established enterprise Automation CoE capabilities by defining governance frameworks, delivery methodologies, and reusable automation assets.
- Defined coding standards, peer review practices, QA controls, release management processes, and best practices that improved automation maturity.
- Led Executive Governance and Steering Committee forums with Deutsche Bank Vice Presidents, Managing Directors, Operations Leadership, and other stakeholders.
- Presented automation roadmaps, executive dashboards, delivery progress, strategic risks, business value, ROI metrics, and transformation recommendations.
- Delivered 500K AED in annual savings through Blue Prism license optimization, reducing bot licenses from 26 to 10.
- Managed enterprise platform modernization including migration from Windows 7 to Windows 10 and Blue Prism v6.4 to v6.10.3.
- Supported RFPs, RFIs, solution consulting, executive presentations, effort estimation, and automation strategy development while partnering with sales leadership.
- Defined enterprise automation roadmaps, value propositions, and implementation approaches for strategic client opportunities.
- Established structured Run and Change operating models with 30/60/90-day benefits realization governance across the enterprise automation portfolio.

Intelligent Automation Lead | Apexon | Pune, India | June 2018 - December 2020

- Transitioned into intelligent automation from software engineering, delivering enterprise digital transformation initiatives for Wells Fargo.
- Modernized high-volume banking operations through RPA, process optimization, and enterprise governance at Wells Fargo.
- Worked in a fully Agile delivery model for Wells Fargo, engaging in all sprint ceremonies and rapid delivery approaches.
- Delivered 6 FTE savings for Wells Fargo through Robotic Process Automation and business process optimization initiatives.
- Established a team of 10 professionals to support the Wells Fargo automation program.
- Led end-to-end delivery of 6+ enterprise intelligent automation solutions using Blue Prism across multiple banking functions.
- Covered the full solution lifecycle including process discovery, business analysis, solution design, development, testing, deployment, and operational support.
- Designed enterprise-grade Blue Prism solutions while establishing reusable automation components and governance standards.
- Supported Proofs of Concept for strategic automation opportunities, enabling stakeholders to evaluate technical feasibility and expected business value.

Software Engineering Analyst | Accenture | London, United Kingdom | January 2014 – June 2018

- Led quad-play services delivery for Virgin Media, supporting converged television, broadband, mobile, and voice offerings.
- Delivered enterprise digital transformation and business support system modernization programs for Virgin Media and Liberty Global, supporting next-generation platforms.
- Supported broadband, television, and customer experience transformation efforts across the UK.
- Fast-tracked automation testing by 10x through automating the order orchestration flow, improving delivery speed and quality.
- Led the redesign and implementation of the UK-wide voicemail customer journey, co-designing the solution with Solution Designers, Business Analysts, and stakeholders.
- Managed end-to-end QA, delivery planning, production readiness, and release governance for 4 next-generation Set-Top Box platforms.
- Oversaw a team of 70+ professionals in progressing from an earlier TMMi level to TMMi Level 5 compliance.
- Delivered enterprise transformation programs within Agile and Waterfall delivery models across global development and operations teams.

EDUCATION

Executive MBA | Quantic Business School

Bachelor of Engineering (BEng) in Telecommunications | VTU Belgaum

CERTIFICATIONS

Microsoft Certified: Azure AI Fundamentals - Microsoft | Certified Scrum Product Owner (CSPO) - Scrum Alliance | Certified ScrumMaster (CSM) - Scrum Alliance | SS&C Blue Prism Certified Robotics Operating Model Architect - SS&C Blue Prism | Blue Prism Certified Developer - SS&C Blue Prism | ISTQB Foundation Level - ISTQB | Agentic AI Business Solutions Architect (Ongoing) - Microsoft | AI Transformation Leader (Ongoing) - Microsoft | AI-103- Microsoft Certified: Azure AI Apps and Agents Developer Associate(Ongoing) | Lean Six Sigma White Belt - CSSC

SKILLS

Enterprise AI Strategy and Transformation | Agentic AI Architecture (LLMs, Memory Layers, Redis, API/Tool Orchestration) | Enterprise AI Center of Excellence (AI CoE) | Operating Model Design | AI Maturity Assessments | AI Governance and Responsible AI | Human-in-the-Loop Validation | AI Opportunity Discovery and Prioritization | LLM Integration and Enterprise Use Case Enablement | Retrieval-Augmented Generation (RAG) | Prompt Engineering | Workflow Orchestration Frameworks (CrewAI, LangGraph, LangChain, n8n) | Enterprise AI Adoption | Executive AI Advisory | AI Capability Development | AI Value Realization | Intelligent Automation | Hyperautomation | RPA (UiPath, Blue Prism, Microsoft Power Automate, Automation Anywhere) | Microsoft Power Platform | Digital Process Automation | Automation Center of Excellence (Automation CoE) | Automation Governance | Automation Lifecycle Management | Machine Learning | Process Discovery | Process Mining (Celonis) | Process Reengineering | Automation Testing, Validation, and Quality Assurance | Release Management | Benefits Realization | Cloud Modernization | Microservices and Cloud-Native Transformation (Kubernetes, OCI, Huawei Cloud) | Scalable AI and Automation Architecture | API-Led Integration | Oracle ERP Cloud Governance | Solution Architecture | Enterprise Digital Transformation | AI Transformation | Product Strategy | Change Management | Process Optimization | Stakeholder Management | KPI Development | Enterprise Technology Strategy | AI and Automation Roadmaps | Business Case Development | Program and Portfolio Management | PMO Governance | Microsoft Foundry (Azure AI Foundry) | Azure OpenAI Service | Generative AI & LLMs | AI Agents & Agentic AI | RAG & Azure AI Search | Prompt Engineering & AI Evaluation