



ANAND BHUSHAN

Senior Technology Architect
Hybrid Cloud | AI | Automation



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- **IBM & Open Group Certified Senior IT Architect** with 19+ years of total IT experience with 9+ years of architect experience in software engineering & cloud architecture with **application development**, App & DB modernization and **building** Intelligent RPA & Cognitive Virtual Assistant (Watson powered), and Intelligent IT Automation (Ansible) solutions. Performed as a perfect blend of Application architect and Solution Architect role on several occasions.
- An extensive knowledge and experience of **Cloud architecture & Solutions majorly using Azure cloud PaaS** designing cloud native solutions using Azure Well Architecture framework and best practices. Good exposure of other cloud platforms as well like GCP, AWS & IBM Cloud Platform. Good experience in security by design & Performance by design implementations. Hands On Experience in developing POC's and pilots.
- Hands-on experience of building **Virtual Assistant and chat bot** solutions using **Artificial Intelligent technologies**. Extensive exposure of **Generative AI and Prompt Engineering**.
- **Extensive experience of pre-sales activities** like understanding the RFI, RFP & RFQ, collaborate with the sales and business development teams, Preparing Technical Solution Documentation & Presentation, pricing and costing etc.
- Adept at leading cross-functional teams and collaborating with stakeholders to identify and implement innovative solutions that drive business success.
- Extensive experience of **writing blogs & articles, filing patents, mentoring, and coaching** architects and developers.
- Seeking a challenging role where I can contribute my experience, skills and expertise to design and develop innovative software solutions, processes and people that align with IT strategy and roadmap.

TECHNICAL SKILLS

Azure Cloud Solution Architecture & Design (DevOps, AKS, AppService, SQL & NoSQL etc.) | GCP & AWS Solutions Architecture | Microsoft.net stack - ASP.Net Core, ASP.Net MVC, C#, Web API, SQL Server, VB6.0 | IBM Watson Services, Generative AI, Open AI, GitHub Co-Pilot, Project Wisdom, ChatGPT | API Management, MuleSoft | Ansible, Python, Microservices Architecture, IBM RedHat OpenShift, Istio | Automation Anywhere, Blue Prism, UI Path | NodeJs/Angular, JavaScript, HTML CSS

PROFESSIONAL EXPERIENCE

IBM INDIA PVT. LTD - Noida, Aug, 2016 – Till Date

IBM Certified Sr. IT Architect | Enterprise Custom Application, Cognitive Assistant, Digital CoE, Automation Sol. Architecture Contributed on multiple assignments in IBM Platform Engineering team, building automation Platform and Solutions i.e., **Built Hybrid Cloud Solutions** for **Cognitive Assistant both Legacy and Modernized**, and IBM Automation **Digital CoE (DCoE)** and **Enterprise Custom Application (ECA) & IT Automation (Ansible)** as a **Lead IT Architect performing as Application Architect as well as Solution architect**.

Roles and Responsibilities

- **Lead the Architecture and design of complex enterprise-level applications and solutions using the latest.NET** and other technologies for **Azure cloud and as well as other cloud platforms**.
- **Leading Innovation track** within a team to convert new ideas into innovative solutions for IT Automation use cases. Network/Security Automation, Mini-Ansible, AI/NLP integration with Slack, MS-Team and ServiceNow with Ansible for end-to-end workflow.
- **Lead Architect and Subject Matter Expert** in Cognitive Assistants (Virtual Assistants), DCoE Platform and Ansible for IT Automation Solutions for Hybridcloud environments and a trusted advisor to influential technical decision makers.
- Work closely with stakeholders to identify business needs and translate them into technical requirements. Collaborate with other architects, engineers, and project managers to ensure successful delivery of projects on time and within budget.
- Designed and implemented scalable and maintainable solutions that meet the needs of clients across various industries. Develop and maintain documentation of system design, coding standards, and technical specifications. Participate in code reviews and perform quality assurance checks to ensure code quality and adherence to coding standards.

- Provide technical leadership to cross-functional development teams and mentor developers and architects.
- Evaluate and recommend new technologies, frameworks, and tools to enhance development efficiency and productivity.
- Making sure the products and solutions are designed and delivered as per defined Best Practices & Compliance criteria.

Key Contributions:

- Developed some **POCs on Generative AI use cases** and presented in workshops and webinars.
- Built multiple innovative solutions like Mini-Ansible, AI/NLP & ChatGPT Integration with Slack, MS-Team and ServiceNow, Network Automation, Security Automation.
- Comprehensive comparative analysis of Code Assistant like MicroBot, Github Pilot, Project Wisdom and ChatGPT.
- Built the IBM Automation DCoE (Shibumi based) platform and delivered 4 products/Solution to IBM Clients like ATCO, MetLife, Progressive, TDI
- Built the Cognitive Assistant Product from the scratch with all variations supporting multi-cloud platforms. i.e., Legacy Cog Assist (Agent & User), Modernized Cog Assist (Agent & User)
- Cognitive Assistant solution onboarded to **over 200 accounts of IBM** so far. Some of key accounts like National Grid (NG), ABN AMBRO, OTIS, ISUZU, HOME OFFICE etc.
- **Evaluated fitment analysis, solution recommendation, important architectural decisions of micro-service architecture** for IBM Cognitive automation platform (ICP) and with OpenShift and overall security and data privacy areas.
- Provided **multiple integration solution of Cognitive assistant product** with ServiceNow, web crawling, SharePoint, JIRA/CONFLUENCE integration.
- **Defined and published Cognitive Solution guidelines** for Agent assistant solution on shared, on prem and hybrid and multi-cloud environment.

ACCENTURE SERVICES PVT. LTD - Noida, Apr. 2014 – Aug. 2016

TECHNICAL ARCHITECT – Reporting to Portfolio & Delivery Senior Manager

Worked as a **Technical architect** in Accenture in RPA and .Net based assignments. Lead a team of 12 members for process automation implementation using AA and BP including OCR tools such as **ABBYY, MODI, Tesseract** etc. Owning technical architecture of a .net based running solution.

Key Contributions:

- Architect, designed, developed and deployed BPOSE solutions and License Management Platform
- Experience of various **robotic process implementations** to internal operations (13+) of Accenture (HR, Finance) and external clients' operations (HSBC, Amex) (5+) using the tool AA and BP.
- **Evaluated multiple technical tools includes RPA tools (AA, BP, and Fusion), OCR tools (ABBYY, MODI, ReadSoft, and Tesseract)** and screen recording tools for the fitment and selection. Guided team to create a platform for re-useable automation assets. **Provided Automation Anywhere tool online training to 300+ people across the globe** in Accenture. Created and published Automation Anywhere guidelines and best practices document globally.
- Did **product evaluation for DP DHL**, Germany using ISO/IEC 25010 for Transport management software.
- Architected and designed web platform called License management using ASP.Net MVC.

EASYBILL LTD. (A Hero Group Company) - New Delhi, 2005 - 2014

From Senior Software Engineer to Sr. Technical Lead

Acted as a development head with 80% Technical & 20% Management involvement. **Here I grew from developer to sr. technical architect using Microsoft.Net technologies.**

Key Contributions:

- Architected, designed, helped in development and implementation **web applications** integration for all available product services like for **rail and bus ticket booking, utility bill payment, and mobile recharge systems, virtual cash card and money transfer system and management dashboard report.**
- Successfully conducted **security and performance audit** and helped team implement the recommendation to close all penetration and vulnerabilities issues.

- Created custom application to automated repetitive and complex, time consuming tasks across various departments.
Reduced overall cost of operations by 30%

UST India Private Limited – New Delhi, 2004 - 2005

SOFTWARE ENGINEER

Played key role in the design and development of customized software called college management system (CMS) using object-oriented technology under .net platform. Involved in every phase of software development life cycle from requirement gathering to software implementation and delivery.

New Age Enterprises – Noida, 2003 - 2004

SOFTWARE DEVELOPER

Involved in application design and development of data processing and conversion and tour and travel services.

EDUCATION

Master's in computer application (MCA) - IGNOU, New Delhi 2000-2002

Bachelor's in science (B. Sc, Math's) - Magadh University, Bodh Gaya 1993-1997

CERTIFICATION & BADGES

2018-2023

Mastering Generative AI, Azure Solutions Architect Expert (2023), Azure Kubernetes Service, Azure DevOps, GCP Architect Professional, AWS Solution Architect, IBM Senior Certified Architect, Open Group Certified Master Architect | IBM Process Mining Excellence, AWS Practitioners, Azure Fundamentals, IBM Cloud Paks for Application Architect, OpenShift Specialist, IBM Security Architect, Design Thinking Practice, IBM Cloud Private, IBM Cognitive Practice, Machine Learning.

1998-2000

Certificate in C, UNIX & C++, Certificate in information technology, (Window 98, DOS, FoxPro)
Certificate in Database Technology (Oracle 8.0, Developer 2000, Visual Basic 6.0)

References available on request.