

Subhash Kumar

Enterprise AI Architect · Agentic AI & Site Reliability Engineering

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I design enterprise AI platforms — the kind that have to survive production, not just a demo. Thirty years from Visual Basic to LLM agents; today I work where site reliability engineering meets agentic AI: autonomous systems that reason, plan, call tools and remember — and still answer to governance and an error budget.

EXPERIENCE

Enterprise AI Architect — Group Portfolio

Jun 2023 – present

Global IT services & consulting firm

- Designed an agentic SRE platform — autonomous triage, routing and recovery agents with policy-engine governance — and took it from architecture and estimation models to demonstrations for enterprise clients across FMCG, medtech and telecom.
- Led SRE maturity assessments (Nordic telecom, US insurance) and built reusable discovery, questionnaire and reporting accelerators for reliability engagements.
- AI engineering in practice: RAG, tool calling, structured outputs, evaluation and orchestration — with hard-nosed cost governance across model and platform economics.
- Daily practitioner of AI coding agents: harness design, hooks, skills and agent-readable documentation with Claude Code, evaluated side by side with GitHub Copilot and Codex.
- Solved large RFPs and proactive pursuits; delivered client presentations and solution demonstrations that influenced wins.

DevOps Architect / Azure DevOps SME

Nov 2019 – Mar 2023

National-scale postal & logistics estate

- Architected and implemented the estate's DevOps development process end to end: Azure DevOps pipelines, build agents, project and user governance.
- Infrastructure as code with Terraform and ARM across IaaS and PaaS — media services, CDN, Application Gateway and more.
- Designed alerting and monitoring on Azure Monitor and AMPLS, integrated with ServiceNow.

Solutions Architect

Nov 2014 – Nov 2019

Very large UK retail & distribution estate

- Architectural governance and design authority across the client's IT estate; technology roadmaps, capacity assessments, mentoring of engineers.
- App-migration architecture on a ~12,000 person-day, ~£4.5M programme delivered with healthy positive margin.
- RFP solutioning for a continuous pipeline of small projects — ~150 projects, ~£1M revenue in a single year.
- Led the client-facing hackathon team to first prize with an IoT implementation.

Team Lead — audit reporting & insurance platforms

Jul 2010 – Oct 2014

- Ran SAS 70 audit reporting — data-provider coordination, dashboards, internal and external audit liaison — then led support and tooling for insurance application streams.

Sr. Consultant

Aug 2007 – May 2010

European government & industry clients

- Document-management customisation and enhancement of a ~31-application .NET/Oracle portfolio — requirements, estimation, delivery.

Programmer Analyst

Oct 1995 – Mar 2007

Independent software services firm, Mumbai

- Eleven years of full-lifecycle business software — analysis, design, build, training, support — for clients from financial institutions and BPOs to manufacturers and car-rental agencies. Visual Basic, FoxPro, SQL, ASP.NET, Crystal Reports.

SELECTED PROJECT — DEVOPSMANTRA.COM

A learning engine in public: 19,700+ curated links classified by an LLM pipeline into a living wiki and searchable library, now with an adaptive learning system — knowledge-graph curriculum, placement diagnostics, AI-graded free recall and spaced repetition, two tracks live including agentic engineering. Astro, Cloudflare Workers, D1, Workers AI, PWA.

SKILLS

Agentic AI	Agent architectures, orchestration, tool calling, memory, policy governance, evaluation
LLM engineering	RAG, structured outputs, prompt engineering, token & cost economics
Coding agents	Claude Code (harnesses, hooks, skills, subagents), GitHub Copilot, Codex
SRE	Observability (OpenTelemetry, Prometheus, Grafana), incident management, ServiceNow
Cloud & DevOps	Azure, Azure DevOps, Terraform, Bicep/ARM, Kubernetes, CI/CD
Languages	Python, C#/.NET, TypeScript, SQL

EDUCATION

BSc Physics, University of Mumbai. Microsoft-certified across three decades — first in 2000, most recently on Azure.

Employer and client names withheld from this public copy — available on request.