

AKASH JAIN

TECHNOLOGY OPERATIONS & SERVICE DELIVERY LEADER

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EXECUTIVE PROFILE

Technology Operations and Service Delivery leader with 20+ years across software engineering, production operations and regulated banking. Known for redesigning inherited operating models to reduce disruption, operational demand and recovery risk without defaulting to additional headcount or vendor spend. Delivered a 75% reduction in customer-facing resilience downtime, reduced failed changes from 10% to 1%, removed 2,000 weekly monitoring events, and cut weekly incident demand from 1,000 to 450.

LEADERSHIP SCOPE

20+ years Technology & operations	7 years VP-level banking leadership	~10M Customer-scale estate	50+ Application monitoring estate
Global Cross-functional delivery	Regulated Banking production environment	Executive Governance & stakeholder leadership	Engineering Automation & observability

CORE CAPABILITIES

Technology Operations & Service Delivery | Incident, Problem & Change Management | Operational Resilience & Disaster Recovery | Monitoring, Observability & AIOps | Self-Healing Automation & SRE | Service Risk & Governance | Vendor & Third-Party Risk | Capacity & Cost Optimisation | Audit & Regulatory Readiness | ServiceNow | ITIL 4

PROFESSIONAL EXPERIENCE

Vice President | Barclays **Jul 2019 - Present**

Pune, India

- Redesigned disaster-recovery execution from sequential to parallel processing and automated recovery sequences, reducing customer-facing downtime from 3-4 hours to approximately 60 minutes (75%) across eight resilience exercises and recovering an estimated 160,000 customer experience hours.
- Built a five-person governance squad to own the patching lifecycle end to end, reducing patching-related P1/P2 incidents from 34 per year to 1; the model was subsequently adopted by other business units.
- Redesigned change governance around non-production testing, deployment-window discipline and rollback evidence, reducing the failed-change rate from 10% to 1% over three years across an estate serving approximately 10 million customers.
- Overhauled alert thresholds and suppression runbooks across 50+ applications, reducing weekly monitoring events from approximately 3,500 to 1,500 and saving about £156K annually in event-handling cost.
- Introduced self-healing and auto-restart before ticket creation, reducing weekly incident volume from 1,000 to 450 and recovering approximately 160 engineer-hours per week (about £320K annual capacity value).
- Led pre-live validation for Barclays' largest co-branded card migration (10 million customers), identified a data-replication failure before launch and secured a CIO-approved maintenance extension, enabling zero customer-facing failures at go-live.

- Diagnosed a systemic third-party single point of failure behind recurring major incidents, escalated the architectural gap to vendor leadership and established a recovery runbook, reducing major incidents from 44 to 9 annually.
- Used capacity data to avoid planned procurement of 50 servers ahead of a partner launch, saving approximately £400K over four years with no performance impact.

Senior Manager | Cognizant

Aug 2009 - Jul 2019

Pune, India

- Owned end-to-end incident, problem and change management for Barclays Enterprise Messaging, a business-critical active/active middleware platform.
- Led cross-team production issue resolution across channel and backend teams, maintaining operational stability through disciplined support, escalation and defect governance.

Senior Software Engineer | Infosys

Nov 2005 - Jul 2009

Pune, India

- Led migration of the American Express ABS EDI platform from legacy Gentran to Gentran Integration Suite, covering requirements, development, ETL integration and production rollout.
- Directed merchant onboarding, warranty support and offshore capability transfer to ensure stable transition and independent long-term support.

EDUCATION & RECOGNITION

Bachelor of Engineering

Electronics & Communication

GTSM Steward of Service

100+ eRecognitions for service excellence and stewardship; consistently top-rated across roles and organisations.