

Vinod Pungle

Pune, India | +91 9422812038 | vinod.pungle@gmail.com



Tech Delivery Manager | Scrum Master | Agile Programme Leader | AI Enthusiast

CAREER SUMMARY

Tech Delivery Manager with 22+ years of software industry experience, including 12+ years as a Certified Scrum Master and Agile Project / Programme Manager delivering business critical programmes for global financial services clients in regulated environments. Direct domain experience across Private Banking & Wealth Management, Securities, Mortgage and Fund Administration through engagements with C. Hoare & Co. (UK private bank), Investec Securities (South Africa), Assurant Mortgage Solutions (US) and SILICA Fund Administration (South Africa). Proven track record of leading distributed teams of 50+ across multiple Scrum and Kanban pods, driving Waterfall to Agile transformation, and embedding strong governance, risk, change and release management practices aligned to enterprise standards. Strong technical leadership across Microsoft .NET, Azure cloud, CI/CD pipelines, workflow and business rules engines, and Generative AI / Machine Learning platforms. Highly articulate communicator across India and global delivery models, with 3 years of onsite engagement working directly with banking customers in South Africa.

CORE SKILLS

- [PMI-ACP® \(Agile Certified Practitioner\)](#) and [PMP® \(Project Management Professional\)](#)
- Certified ScrumMaster® (Scrum Alliance) and Certified [SAFe® 6 Agilist](#)
- Agile delivery, Scrum of Scrums, SAFe PI Planning
- Risk Management, Change Management and Governance in regulated environments (CMMi L5)
- Change & Release Management, CI/CD pipelines and automated deployment (Azure DevOps, TFS Builds)
- Generative AI, Machine Learning, Hybrid RAG with Neo4j
- Azure Cloud (Functions, Durable Functions, Cognitive Search, OpenAI, Cosmos DB), MLOps, LLMOps
- Microsoft .NET (C#, ASP.NET), MS SQL Server, Python, Vector databases
- India + global delivery models, onshore/offshore engagements across UK, US and South Africa
- Stakeholder management, executive communication, mentoring and technical leadership
- Banking, Wealth Management, Securities, Loans, Mortgage and Audit domain expertise

CAREER HISTORY

Employer: Globant, Pune, India

April 2021 – Present

Role: **Technical Manager (Tech Delivery Manager)**

Aug 2025 – Present

Project / Client: INK Content Catalyst / Deloitte, US

Overview: Search and Update Platform on Azure to automate ingestion, extraction, retrieval and maintenance of complex audit manuals using a Retrieval Augmented Generation (RAG) architecture. Integrates Azure Document Intelligence, Azure Cognitive Search (semantic + keyword), Azure OpenAI and Neo4j for multi-hop relationship and dependency mapping.

- Led solution architecture for an agentic automation framework using Azure Functions and Durable Functions to orchestrate specialised AI agents for document processing, comparison, summarisation and updates.
- Defined product backlog, estimates, high level plan and budget for the Implementation phase, working with cross functional product, engineering and architecture stakeholders.
- Embedded secure design practices using Azure Blob Storage, Cosmos DB and API Management for scalable data handling in a regulated audit context.

Role: **Technical Manager (Tech Delivery Manager)**

Feb 2025 – June 2025

Project / Client: Transformation Hub – Discovery Phase / Deloitte, US

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Overview: Centralised, cloud-native, modular and scalable platform to transform incoming audit publications into multiple downstream formats consumed by audit applications (Omnia, Levia, Research portal). Discovery analysed the legacy DITA OT toolkit and proposed a modern Azure + C# architecture.

- Drove discovery, current-state assessment and target-state architecture across multiple workstreams in a regulated audit environment.
- Articulated technical and business trade-offs to senior client stakeholders to support investment decisions for the Implementation phase.

Role: **Product Development Manager (Agile Tech Delivery Manager)**

April 2021 – Jan 2025

Project / Client: EY Helix Programme 2.0 / Ernst & Young, Pune

Overview: EY Helix is EY's global analytics platform, a suite of data capture and analytics tools that significantly increases both the depth and breadth of captured data and the value of insight derived from it. Programme delivered new analytics audit capabilities for clients such as Siemens and Nestlé using SAP HANA as backend, .NET and ReactJS on the front end, on Azure with Azure DevOps as ALM tooling.

- Owned quarterly budgeting, Programme Increment planning and Solution Planning for a programme of 3+ Scrum teams and 50+ team members across India and onshore locations.
- Partnered with project sponsors, cross-functional teams, developers, technical architects and product managers to define scope, deliverables, resources, release plans, budget and timelines.
- Ensured backlog readiness with Product Owners and drove implementation of retrospective actions to continuously improve velocity and predictability.
- Embedded coding standards, automated deployment strategies and CI/CD pipelines on Azure DevOps to strengthen change and release management.
- Provided programme visibility to senior stakeholders through Agile metrics in weekly, monthly and quarterly executive reports.
- Established self organised, self driven Agile teams operating in a fast paced delivery model serving global audit clients.

Employer: Self Employed (SurpriseRed.com), Pune, India

Oct 2019 – April 2021

Role: **Founder / Business Owner**

Oct 2019 – April 2021

Product: SurpriseRed.com e-commerce portal

- Founded and ran an e-commerce start-up, owning P&L, business strategy, product evaluation and technology decisions; the business was wound down due to Covid-19 disruption as it was using products from China.
- Led a 15-person technical team to resolve technical debt, evaluate e-commerce tooling and ship customer-facing features.

Employer: Zensar Technologies Ltd., Pune, India

July 2004 – Sept 2019

Role: **Technical Project Manager (Scrum Master)**

Aug 2017 – Sept 2019

Project / Client: Mortgage Solutions / Assurant, US (now XOME Holdings LLC)

Overview: Assurant Mortgage Solutions helps clients proactively manage risk across the mortgage lifecycle, providing automation and reporting of Field Services and Valuations through contracts with vendors and service providers. Built on .NET Web APIs and services with MS SQL Server on a micro-services architecture — a regulated US financial services environment.

- Delivered enhancements for the Assurant mortgage platform using Agile / Scrum, working in a regulated US financial services environment with strong governance and audit expectations.
- Facilitated all Scrum ceremonies as Scrum Master — sprint planning, daily stand-up, sprint review, retrospective and backlog refinement.

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- Worked with stakeholders on Product Backlog, Sprint Backlog, Sprint Burndown and Release Burndown artefacts; tracked velocity and progress in Jira.
- Performed Agile delivery management activities including release planning, execution, tracking and reporting using Agile metrics.
- Coached and mentored the team on Agile fundamentals to establish a self-organising, self-driven Scrum team.

Role: **Agile Project Manager (Scrum Master)**

June 2012 – July 2017

Project / Client: Facilities and Loan Origination Workflow (FLOW) / C. Hoare & Co. — UK Private Bank

Overview: C. Hoare & Co. is a UK private bank serving wealth and private banking clients. FLOW addressed proposal management, proposal approval cycle, facility creation, regulation-type ascertainment, document generation for all lending regulation types, and management information / dashboard reporting across Loans, Overdrafts and other facility types. Delivered using SharePoint workflows, .NET workflow services and Microsoft technologies replacing the legacy facility administration system.

- Delivered the FLOW programme for C. Hoare & Co., a UK private bank — directly relevant Private Banking & Wealth Management (PBWM) domain experience.
- Hands-on delivery of a workflow application and business rules engine using SharePoint workflows and .NET — covering proposal approval, regulation routing and automated document generation.
- Facilitated Scrum of Scrums across 2 onshore and 3 offshore distributed Scrum teams, ensuring alignment in a regulated UK banking environment.
- Successfully led the programme's transformation from Waterfall to Agile, working closely with the bank's governance and change functions.
- Tracked scope, time, cost and quality controls to meet programme objectives and the bank's regulatory expectations.
- Owned Application Lifecycle Management using TFS 2010, including build, release and change management practices.

Role: **Project Manager**

Nov 2010 – May 2012

Project / Client: Fund Administration / SILICA, South Africa

Overview: SILICA is a Fund Administration product used by multiple South African financial institutions for wealth and investment management operations. Maintenance, support and enhancements were delivered from Zensar's offshore development centre in Pune using C++ and Oracle.

- Delivered Fund Administration product enhancements for a Wealth & Investment Management platform using Waterfall methodology under CMMi processes.
- Owned all PMBOK areas Scope, Time, Cost, Quality, Communication, Resources, Procurement and Integration management with full CMMi documentation.
- Successfully represented the programme in an external CMMi Level 5 Quality Audit, demonstrating mature governance and controls.

Role: **Technical Manager (Onshore)**

Aug 2007 – Oct 2010

Project / Client: Investec Securities, South Africa — Securities & Wealth Management

- Architected solutions on Microsoft technologies for a Securities & Wealth Management platform — Corporate Action Engine, Data Feeds, Data Conversions, Message Broker and Stock Exchange Bill Allocations — at Investec, South Africa.
- Implemented automated deployment for Investec's in-house securities applications, establishing Continuous Integration using TFS Builds directly aligned to modern CI/CD and change & release management practice.
- Led onsite resource management of Zensar engineers embedded at Investec, working face-to-face with the bank's stakeholders for 3 years (India + global delivery model).
- Worked across regulated trading and settlement workflows, including business rules for corporate actions and exchange billing.

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Role: **Senior Software Engineer**

July 2004 – July 2007

Project / Client: Retail Solution for Marks & Spencer, UK; Resource Management System for National Grid, UK

- Developed a solution framework based on dependency injection adopted across multiple delivery streams.
- Worked as ASP.NET and MS BI developer using SSIS for ETL and SSRS for reporting.

Employer: Esstech Software Services Pvt. Ltd., Mumbai, India

Dec 2002 – June 2004

Role: **Team Leader**

Dec 2002 – June 2004

Project / Client: Sarbanes-Oxley Compliance Solution / Axentis Inc., US

- Developed the administration module for a Sarbanes-Oxley (SOX) compliance solution using ASP.NET, C# and MS SQL Server which provided early exposure to regulatory compliance and controls in financial reporting.

Employer: Microbit Associates, Mumbai, India

July 1999 – Dec 2002

Role: **Software Engineer**

July 1999 – Dec 2002

Project / Client: eLearning for Commerce Classes / Gazi Commerce Institute, Mumbai

- Developed eLearning web application modules for commerce students using ASP and MS SQL.

CERTIFICATIONS AND AWARDS

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|---|-------------------|
| • DevOps with AI — MLOps and LLMOps, SKILLFYME | <i>Jan 2026</i> |
| • Certified in Artificial Intelligence and Machine Learning for Leaders, IIM Visakhapatnam | <i>April 2025</i> |
| • PMP® — Project Management Professional, Project Management Institute (PMI) | <i>May 2024</i> |
| • Certified SAFe® 6 Agilist , Scaled Agile Inc. | <i>March 2024</i> |
| • PMI-ACP® — Agile Certified Practitioner, Project Management Institute (PMI) | <i>Oct 2023</i> |
| • Certified ScrumMaster® (CSM), Scrum Alliance | <i>Dec 2017</i> |
| • Data Landscape of GenAI for Project Managers , PMI | <i>March 2024</i> |
| • Generative AI Overview for Project Managers , PMI | <i>March 2024</i> |

EDUCATION

IIM Visakhapatnam

April 2025

Executive Certificate Course in AI / ML for Leaders

Mumbai Educational Trust (CDAC), Mumbai, India

Jan 1999 – July 1999

Diploma in Advanced Computing by CDAC (Software)

Dr Babasaheb Ambedkar Marathwada University, Aurangabad, India

June 1994 – July 1997

Bachelor of Engineering (Mechanical)

Government Polytechnic College, Aurangabad

June 1991 – June 1994

Diploma in Engineering (Mechanical)

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