

Nikhil Bajaj

Engineering Leader | Scaling AI-Native Engineering Organizations, LLM-Powered Products & Execution Systems

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EXECUTIVE SUMMARY

I build calm, scalable engineering organizations that deliver consistently – without relying on heroics.

Engineering and transformation leader with 20+ years scaling product engineering organizations, AI-native execution systems, and reliable SaaS platforms across startups, scale-ups, and enterprise environments.

Currently leading a 60+ engineer organization through rapid growth, **DevOps and platform modernization**, and AI-first transformation – supporting \$50M+ in ARR impact.

Hands-on with LLM-powered engineering workflows, AI automation, agentic tooling, and GenAI-assisted development across production environments. Experienced implementing AI governance, human-in-the-loop review systems, and engineering quality controls that enable scalable AI adoption without compromising reliability or delivery discipline.

SELECTED IMPACT

- **40% reduction** in production incidents across high-growth SaaS environments
 - **35–40% improvement** in delivery predictability through execution governance and operational scaling
 - **~25% engineering velocity gain** via AI-assisted workflows and AI coding systems
 - **99.9%+ uptime** sustained across customer-facing production platforms
 - **15 → 60+ engineers** scaled across distributed teams
 - **\$50M+ ARR** supported through engineering execution and platform reliability
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CORE COMPETENCIES

Engineering Leadership — Engineering Transformation • Organizational Scaling • Delivery Governance • Engineering Operations • Cross-Functional Leadership • Operational Excellence **AI-Native Execution** — AI-Assisted Development • LLM-Powered Applications • GenAI Systems • AI Governance • AI Coding Systems • Agentic Workflows • AI Automation Workflows • Responsible AI Engineering **DevOps & SRE** — CI/CD • Cloud Infrastructure (AWS) • Observability • Incident Management • Platform Reliability • Release Engineering • Infrastructure-as-Code • SRE Practices **Platforms** — SaaS • Distributed Systems • Microservices • Product Engineering • Platform Engineering

PROFESSIONAL EXPERIENCE

Director of Product Engineering | Sequifi

Apr 2025 – Present | Gurugram, India

- Lead engineering delivery, platform reliability, and organizational scaling across 6 product and platform engineering teams supporting high-growth SaaS operations in an AI-first engineering environment.

- Responsible for a **60+ engineer organization** spanning product engineering, platform engineering, and DevOps/SRE — focused on execution predictability, operational scalability, platform reliability, and AI-assisted engineering workflows.
- Lead a layer of **5 Engineering Managers, Tech Leads, and Platform Leads**, building leaders-of-leaders capability and a sustainable management bench across the organization.
- Member of the **executive leadership team**; partner directly with the **CEO, CTO, and CPO** on engineering strategy, organizational design, annual planning, and board-facing engineering updates.
- Reduced production incidents by **40%** and improved on-time delivery by **35–40%** through stronger delivery governance, observability systems, and operational maturity initiatives.
- Led **DevOps and SRE transformation** — modernized CI/CD pipelines, introduced infrastructure-as-code practices, hardened release engineering, and matured incident management and on-call discipline across distributed teams.
- Built end-to-end **observability and reliability tooling** (Sentry, PostHog, dashboards, SLOs) enabling faster MTTR, proactive issue detection, and platform-wide operational visibility.
- Scaled engineering organization by **40%** while maintaining platform stability — supporting **\$50M+ ARR** during a period of rapid business growth.
- Own the **engineering budget and capacity plan**, balancing hiring, vendor spend, infrastructure cost, and AI tooling investment against business growth targets.
- Led **hiring strategy and leadership bench-building** — drove headcount plan, calibrated leveling, reduced regrettable attrition, and built repeatable hiring loops scaling the org from 15 → 60+.
- Introduced AI-assisted engineering workflows using **GitHub Copilot, Cursor, Claude**, and LLM-powered development systems, improving engineering velocity by **~25%** across teams.
- Established governance standards for AI-generated code including human review workflows, architectural guardrails, quality controls, and responsible AI engineering practices.
- Enabled adoption of AI-assisted debugging, documentation, operational workflows, and engineering automation across distributed teams.
- Maintained **99.9%+ uptime** across customer-facing production systems and internal operational platforms.
- Drive **executive and board-facing communication** — quarterly business reviews, engineering health reporting, and investor/board updates on platform readiness, AI strategy, and delivery posture.

Associate Director of Product Engineering | Sequifi

Mar 2024 – Mar 2025 | Gurugram, India

- Led product and platform engineering across 3 teams in a rapidly scaling B2B SaaS environment focused on execution maturity and operational scalability.
- Managed a **30+ engineer organization** focused on delivery predictability, platform stability, and engineering operating systems.
- Improved delivery predictability by **25%** and increased sprint commitment accuracy to **95%+**.
- Reduced recurring production issues by **30%** through stronger operational governance, observability practices, CI/CD hardening, and engineering quality systems.
- Introduced AI-assisted engineering practices supporting development productivity, debugging, documentation, engineering automation, and delivery efficiency.
- Successfully onboarded **35+ enterprise customers** with complex implementation, integration, and platform requirements.

- Developed emerging engineering leaders and contributed to scaling organizational leadership capability during rapid company growth.

Portfolio Delivery Lead – Studio Store | Builder.ai

Aug 2021 – Feb 2024 | Gurugram, India (Remote)

- Led global delivery execution and cross-functional engineering coordination across large-scale B2B SaaS engagements spanning the US, UK, and APAC regions.
- Worked closely with platform and engineering teams building **AI-powered product experiences** and scalable customer delivery systems.
- Managed a portfolio of **40+ concurrent engagements**, coordinating product, engineering, and delivery stakeholders across distributed teams.
- Maintained **90%+ customer satisfaction** and **85%+ renewal rates** across enterprise accounts.
- Reduced project overruns by **25%** through stronger execution planning, delivery governance, and stakeholder alignment.
- Led recovery initiatives for high-risk enterprise accounts and improved operational consistency across distributed delivery organizations.

Program Manager | Aptology

Oct 2017 – Aug 2021 | Dubai, United Arab Emirates

- Managed large-scale mobile and web application delivery programs across distributed engineering teams spanning Dubai, India, and Eastern Europe.
- Led delivery execution across **15+ concurrent programs** with budgets ranging from **\$200K to \$2M+**.
- Delivered **12 major digital transformation initiatives** on time and within budget across retail, healthcare, and logistics sectors.
- Reduced project cost overruns by **30%** through improved delivery governance and operational execution practices.
- Maintained **95%+ client satisfaction** and contributed to **40% organizational revenue growth**.

Chief Operating Officer | Lall & Sethi

Aug 2013 – Oct 2017 | Greater Delhi Area, India

- Led operational transformation and organizational scaling for a **50-person professional services organization**.
- Reduced operational costs by **18%** while improving service quality and consistency.
- Improved client retention by **20%** through stronger operational processes and execution frameworks.
- Supported **25% annual revenue growth** without proportional headcount expansion.

Project Manager | Clifford Chance

Apr 2009 – Jul 2013 | London, United Kingdom

- Managed enterprise technology transformation initiatives across a highly regulated global professional services environment.
- Led a global document management system migration across **10 international offices** with zero operational downtime.
- Maintained a **100% compliance record** across audits, governance reviews, and enterprise delivery assessments.

- Managed enterprise technology programs with budgets up to **£5M** under strict governance and quality standards.

Earlier Experience | NIIT SmartServe | IBM

2003 – 2009

- Led enterprise operations, transition management, service delivery, and software engineering initiatives across IT and financial services environments.
- Managed distributed operational teams, enterprise SLAs, and large-scale client transitions with **98%+ compliance outcomes**.
- Led engineering teams delivering enterprise banking and financial services systems with strong focus on reliability, scalability, and delivery discipline.

TECHNICAL & TOOLING FLUENCY

AI & LLM Stack — GitHub Copilot • Cursor • Claude • OpenAI Ecosystem • LLM-Powered Workflows • AI Coding Systems • AI Automation **Engineering** — AWS • Cloud Infrastructure • Distributed Systems • DevOps • CI/CD • Microservices • Node.js • Python • PHP/Laravel • ReactJS • REST APIs • Docker **Observability & Operations** — Sentry • PostHog • Engineering Operations • Delivery Governance • Platform Reliability

CERTIFICATIONS & EDUCATION

Certifications — MSP® Programme Management • Leading SAFe® (SAFe Agilist) • Certified Scrum Master® (CSM) • PRINCE2® Practitioner • Six Sigma & Lean Management

PGDM, Mastering Executive Presence — Indian School of Business (ISB)

Bachelor of Information Technology — IGNOU