

Malaya Kumar Swain

Senior Technical Manager – AI | GenAI Platform Leader | Agentic & Voice AI | PMP | SAFe 6.0 POPM

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SUMMARY

Senior Technical Manager – AI with 21+ years delivering GenAI platforms, consumer AI, and enterprise data transformation at national scale. Currently leading JioBharatIQ (JBIQ) at Jio Platforms — an agentic AI assistant targeting 400M+ subscribers across 22 Indian languages (voice + text). Proven impact: \$1.5M+ annual cost savings, 50M+ records migrated with zero loss, and a 70% reduction in source-onboarding time. Experienced building and leading cross-functional AI engineering teams at Fortune 500 scale. Ex-ANZ Bank (9 yrs) · Ex-CBA · PMP · SAFe 6.0 POPM.

CORE EXPERTISE

AI & GenAI: LLM · RAG · Agentic AI · Voice AI · MCP · Multilingual NLP · AI Guardrails · Prompt Engineering · Vector Embeddings · Amazon Bedrock · LangChain · LlamaIndex · OpenSearch · Responsible AI

Product & Delivery: Product Strategy · Roadmaps · Backlog Management · OKRs · SAFe PI Planning · Sprint Governance · Release Management · Go-to-Market · Stakeholder Management

Cloud & Data: AWS (EMR, S3, Bedrock, SageMaker) · GCP (BigQuery, Vertex AI) · Apache Spark · Snowflake · PostgreSQL · Python · Teradata · Informatica MDM · ETL/ELT · CI/CD

Engineering: React Native · LiveKit WebRTC · AG-UI · WebSocket/TLS 1.3 · Redux · Firebase · New Relic · REST APIs · Microservices

EXPERIENCE

Jio Platforms Limited (JPL)

May 2026 – Present

Senior Technical Manager – AI Products & Platform · Bengaluru

JioBharatIQ (JBIQ) · Agentic AI Consumer Platform · 400M+ Subscribers · 17-Member CoreUX Team

- Architected and lead delivery of JioBharatIQ — Jio's agentic AI conversational platform for **400M+ subscribers across 22 Indian languages** (voice + text), built on React Native + JDS, MCP tool orchestration, LiveKit WebRTC encrypted voice, and a real-time AG-UI widget renderer.
- Designed a **4-layer AI guardrail framework** (partner governance, schema validation, CSP sandboxing, cryptographically signed OTA with sub-1-hour auto crash-rollback) — zero-trust security across an open multi-partner ecosystem.
- Engineered **Progressive Response Design** guaranteeing a 2-second perceptible signal on 2G/3G for mass-market users on low-end devices.
- Deployed **JioAirSync OTA** enabling sub-4-hour P0 patches without App Store submission, eliminating 100% of emergency review wait times.
- Lead a **17-member CoreUX team** (iOS, Android, Backend) across SAFe PI planning, sprint governance, and a 3-phase rollout to GA.

Apptad Inc

Nov 2023 – Feb 2026

Senior Product Owner & Technical Program Manager · Noida

AEVAH · GenAI-Powered Enterprise MDM on AWS · Fortune 500 Client

- Owned product vision and delivery for AEVAH, a GenAI-powered MDM platform on AWS replacing legacy Informatica MDM — generating **\$1.5M+ annual cost savings**.
- Executed a **zero-loss migration of 50M+ golden records** from Teradata to AWS S3 across a raw → curated → golden architecture on Apache Spark / EMR.
- Designed GenAI source onboarding using LLM profiling, RAG, and MCP orchestration — cutting cycle time from 6+ weeks to 5 business days (**70% reduction**).
- Decommissioned Informatica MDM by redirecting 8+ enterprise sources to metadata-driven pipelines (**40% throughput improvement**) with OpenSearch vector entity resolution.
- Managed a 200+ story backlog across 6 SAFe PI cycles with a 30+ member cross-functional team.

Commonwealth Bank of Australia (CBA)

May 2022 – Sep 2023

Senior Product Owner & Program Manager – Data & Regulatory · Bengaluru

RACO Simplification · Big-4 Australian Bank

- Owned roadmap and backlog for SQL-to-Spark migration of 15+ regulatory workflows — reducing nightly batch from 4 hours to **28 minutes (88% reduction)**.
- Architected a Snowflake enterprise data platform — Zero Copy Cloning, 90-day Time Travel for APRA audit, Dynamic Data Masking, and CDC Streams & Tasks.
- Reduced late regulatory submissions by **30%** through a KPI-driven governance framework across a 30+ member distributed team.

ANZ Bank

Jul 2013 – May 2022

Senior Technical Program Manager – Data & Cloud · Bengaluru · Australia · China

Global Asset Finance · Teradata-to-GCP Migration · APRA Regulatory Platform

- Progressed from Senior Business Analyst to Technical Manager over 9 years across three continents — managing a **100+ member** multi-vendor ecosystem (IBM, Wipro, TCS, Infosys, Cognizant).
- Led Teradata-to-BigQuery migration with a 3-zone architecture — **90% less query scan volume**; analyst query time cut from 45s to under 3s via IAM, Policy Tags, and Materialized Views.
- Delivered GAF collections analytics for EMI default and predictive recovery — **60% less manual effort** across 80+ concurrent initiatives.

Accenture

Aug 2011 – Jul 2013

Team Lead – Data Engineering & Analytics · Bengaluru

Client: Target Corporation (Fortune 500 Retail)

- Built and scaled a 13-member IBM DataStage team; delivered a centralised data warehouse serving 500+ business users across 4 major release cycles.

EARLIER CAREER

- **Technical Project Lead** · IBM · Client: Walmart — Aug 2010 – Aug 2011
- **Software Engineer** → **Senior Software Engineer** · HSBC · Best Employee of the Year 2009 — Nov 2007 – Aug 2010
- **Trainee Software Engineer** → **Software Engineer** · Effigent India Pvt Ltd (in partnership with Apple) — Apr 2005 – Nov 2007

CERTIFICATIONS

- **PMP – Project Management Professional** · Project Management Institute (PMI) · Valid Jan 2025 – Jan 2028
- **SAFe 6.0 POPM – Product Owner / Product Manager** · Scaled Agile Inc · Valid Sep 2024 – Sep 2026
- **IBM Certified Solution Developer** · InfoSphere DataStage v8.5

EDUCATION

- **Bachelor of Engineering – Information Technology** · Biju Patnaik University of Technology, Odisha · First Class · 2001–2005