

Ruby Jha

Engineering Manager | Applied AI | Cloud | Java | Python | TypeScript

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SUMMARY

Engineering Manager with 7+ years of direct people management leading cross-functional teams of up to 12 engineers across backend, frontend, full-stack, DevOps, and QA in globally distributed organizations (US, India, Poland). 20+ years building and scaling enterprise platforms in Financial Services, Healthcare, Insurance, and Consulting. Delivered regulated systems with measurable business impact, including **\$250K/month in operational cost savings** and **60% reduction in support demand**. Deep technical judgment in platform modernization, applied AI, security, cloud, and CI/CD, with hands-on people leadership: hiring, performance management, promotion coaching, contractor governance, and executive-level communication in regulated environments.

SKILLS

Leadership & Management: Engineering Leadership, People Management, Team Building & Hiring, Performance & Promotion Reviews, Technical Leadership, Platform Ownership, Product Engineering, Agile Delivery, Stakeholder & Vendor Management, Executive Communication

Architecture & Engineering: Distributed Systems, Cloud-Native Architecture, Microservices, REST & OpenAPI, Security-Aware Design, Java, Python, TypeScript/JavaScript, Spring Boot, React, Cloud (Azure)

AI & Emerging Tech: Multi-Agent Orchestration (CrewAI, LangChain), RAG Pipelines & Evaluation, LLM Fine-Tuning (PEFT/LoRA), Prompt Engineering, Hybrid Rule-Based + LLM Systems, Evaluation Frameworks (RAGAS, Braintrust), Vector Databases, Schema-Driven Structured Extraction

Engineering Productivity & Delivery: CI/CD, Jenkins, TeamCity, Docker, Kubernetes, Git, Gradle, Maven, JUnit, Jest, AI-Powered Development (Claude Code, GitHub Copilot)

EXPERIENCE

Engineering Manager - State Street | Dec 2019 - Present

- Led and scaled a globally distributed engineering organization of up to **10 engineers** (backend, frontend, full-stack, DevOps), owning **hiring, performance management, promotion recommendations**, and a **\$106K/month contractor budget**, while partnering closely with **Directors, Senior Directors, Product, and Operations leadership** to deliver against business and customer priorities.
- **Owned executive accountability and escalations** for the Self-Service Portal (SSP), coordinating across **Product, Architecture, Security, Risk, and Operations** to align delivery, governance, and customer outcomes in a highly regulated environment.
- **Drove platform strategy and execution** of a global Self-Service Portal built using **Java, Spring Boot, React, REST/OpenAPI, and cloud-native services**, driving adoption across **40+ enterprise customers**, reducing customer-initiated tickets and calls by **~60%**, accelerating turnaround from days to minutes, and delivering **\$250K/month in operational cost savings**.
- Drove platform modernization initiatives including **Angular to React migration**, introduction of a **standardized React component framework** adopted by **16+ production teams**, and **gRPC to OpenAPI** migration, enabling compliant, scalable operations across **7 global regions** (US, Canada, UK, EMEA, Australia, Singapore, Japan).
- **Designed and deployed** secure-by-design workflows with real-time authentication, authorization, and security vetting, replacing manual operational processes, reducing security risk, and restoring customer trust following on-prem to cloud migration.

Technical Lead - Centene | May 2016 - Dec 2019

- Led technical direction for a 6-engineer delivery pod (no direct reports), **shaping delivery planning, execution strategy, and technical standards**, while partnering closely with **Product Managers, Architects, and Engineering Managers** to prioritize epics and sequencing under aggressive timelines.
- Led modernization of a **revenue-critical healthcare platform** serving **~45 payer organizations covering ~44M lives** by migrating **Adobe Flex to Angular** and exposing backend capabilities via **RESTful Java services**, eliminating a 2020 browser-support failure risk and extending the platform's usable lifespan for enterprise customers.

- Delivered the most **complex, customization-heavy modules** (Assessment and Task Workflow) under tight constraints (no database redesign allowed), **improving team throughput sufficiently to reduce overall program duration by ~4 sprints**.

Engineering Manager - EY | 2012 - 2015

- Managed a **12-engineer cross-functional organization** (Backend, Frontend, QA, Database) with **6 direct reports** (4 team leads + 2 senior engineers) distributed across **India, Poland, and the US**, owning **performance reviews, promotion recommendations**, and coaching one engineer to promotion into a Manager role.
- Led end-to-end delivery of **Guidewire ClaimCenter implementations** for **Tier-1 P&C insurers** across US, Poland, and France, driving **on-time go-lives** and delivering complex financial and accounting system integrations under strict regulatory constraints.
- Achieved **zero non-compliance findings** in **CMMI Level 3 audits**, a high-risk area for similar programs, by enforcing delivery governance, process discipline, and proactive audit readiness.

PREVIOUS EXPERIENCE (2004 - 2012)

Sapient Consulting, *Senior Consultant* (2010 - 2012)

HSBC, *Team Lead* (2004 - 2010)

PROJECTS

AI/ML Portfolio: 9 Applied AI Systems (Self-Directed, 2025 - Present)

5 completed, 1 in progress, 3 planned. Covers synthetic data generation, RAG evaluation, embedding fine-tuning, and multi-agent orchestration. Tech stack: Python, OpenAI, LangChain, CrewAI, FAISS, ChromaDB, Cohere, RAGAS, Braintrust. 17 ADRs, 1,100+ tests at 95%+ coverage. Built with Claude Code and GitHub Copilot. Portfolio: github.com/rubsj

- Built **closed-loop data generation and evaluation pipelines**: synthetic data with 5-layer validation (36 failures → 0), RAG benchmarking across 16 configurations (Recall@5 +19.5% with Cohere reranking), and statistical evaluation of LLM outputs (chi-squared = 32.74, p<0.001 across 532 tests).
- Fine-tuned domain-specific embeddings using **contrastive learning and PEFT/LoRA** (Spearman -0.22 → +0.85 with 0.32% trainable parameters) and built a **production RAG system from scratch** with 46-configuration benchmark (NDCG@5 = 0.896, Recall@5 = 1.0).
- Building **4 multi-agent orchestration systems** using CrewAI for feedback intelligence, sprint planning, writing clone, and DevOps root-cause analysis, each with 5+ specialized agents, guardrails, and evaluation frameworks.

EDUCATION

Bachelor of Engineering in Information Technology - Shri G.S. Institute of Technology and Science, Indore, India

CERTIFICATIONS

CFA Institute USA, Level 2 Cleared (June 2011) | Six Sigma Green Belt (Nov 2014) | AINS 21, Property & Casualty Insurance (Mar 2015)

AWARDS

CIO Award - HSBC | Golden Beam Award - EY