

Ruby Jha

Engineering Manager | Generative 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 — spanning backend, frontend, full-stack, DevOps, and QA — across globally distributed organizations (US, India, Poland). 20+ years of total experience building and scaling enterprise platforms in Financial Services, Healthcare, and Consulting. Proven track record delivering regulated, mission-critical systems with measurable business impact — including **\$250K/month in operational cost savings** and **60% reduction in support demand**. Combines deep technical judgment (platform modernization, generative AI, security, cloud, CI/CD) with hands-on people leadership — hiring, performance management, promotion coaching, and contractor governance — and executive-level communication in regulated environments. Known for building resilient, full-stack teams, eliminating single-point-of-failure risks, and delivering platforms that materially improve operational efficiency, security, and customer trust.

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: Applied Generative AI, Prompt Engineering, RAG, Multi-Agent Systems, LLM Fine-Tuning, Hybrid Rule-Based + LLM Systems, Evaluation Frameworks, Vector Databases

Engineering Productivity & Delivery: CI/CD, Jenkins, TeamCity, Docker, Kubernetes, Git, Gradle, Maven, JUnit, Jest

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.
- **Owned 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 sustained 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).
- **Owned the design and operationalization** of secure-by-design workflows with real-time authentication, authorization, and security vetting, replacing manual operational processes, materially 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.

- Owned delivery of the most **complex, customization-heavy modules** (Assessment and Task Workflow), delivering them under tight constraints (no database redesign allowed) and **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 of governance, process discipline, and proactive audit readiness.

PREVIOUS EXPERIENCE

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

HSBC — *Team Lead* (2004 - 2010)

PROJECTS

AI/ML Portfolio — 9 Production-Grade AI Systems (Self-Directed, 2025 - Present)

Designing and building a portfolio of 9 AI systems covering the full applied AI stack — from data generation to evaluation to multi-agent orchestration — using Python, OpenAI, LangChain, CrewAI, RAGAS, and Braintrust. All projects include evaluation of metrics, architecture decision records, and live demos.

- Built **synthetic data generation, RAG evaluation, and LLM fine-tuning** pipelines with schema-driven extraction (Pydantic), vector search (ChromaDB), and automated quality scoring (RAGAS, LLM-as-Judge).
- Building **multi-agent systems** using CrewAI for feedback intelligence, Jira sprint planning, and DevOps root-cause analysis — each with **5+ specialized agents**, structured orchestration, and measurable evaluation frameworks.
- Developing a **production RAG pipeline** with multi-strategy chunking, hybrid search, Cohere reranking, and FastAPI endpoints — and a **digital clone system** for style-matched content generation using multi-agent architecture.

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