Hemanshu Ghia

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Technical product leader with 21 years in software across financial services, cloud modernisation, data platforms and AI. At TransUnion I lead delivery of TruIQ Data Enrichment, the company's fastest-growing product, and its first two customer-facing AI agents. I build with AI coding tools myself, and have solo-built TrackBooks, an AI-first accounting platform in use by chartered accountants in India. Earlier I led a 300-person Agile transformation, an 18-team platform programme, application modernisation across more than 40 teams, and the onboarding of over 130 teams to a DevOps platform.

Skills

- **Product and technical leadership.** Zero-to-one delivery, PRDs and non-functional requirements, reference architectures and architecture reviews, technology roadmaps, release planning, executive reporting, mentoring.
- **AI engineering.** Agents and tool calling, custom orchestration, RAG, MCP, evaluation, prompt caching, structured outputs, guardrails and human-in-the-loop controls, inference cost control; Claude, OpenAI and Codex, Gemini and Vertex AI, OpenRouter, Hugging Face, local inference with Ollama and llama.cpp.
- **Machine learning.** Regression, decision trees and XGBoost; CNN, RNN and Transformer models in coursework at IIT Madras.
- **Software engineering.** Python, FastAPI, React, TypeScript, PostgreSQL, Docker, AWS, GCP, Snowflake, BigQuery; multi-tenant and API design.
- **Security engineering.** OWASP-based web and API testing, Burp Suite, attack-surface discovery and vulnerability scanning with httpx and Nuclei, source-code review and attack-path validation, authentication and authorisation, tenant isolation and auditability.
- **Finance and compliance.** Double-entry accounting, Indian GST, Ind AS and Schedule III, bank reconciliation, Tally, credit data and FCRA.
- **Delivery and change.** SAFe, LeSS, Scrum, DevOps, coaching; operating models for teams that build with coding agents.

Employment

TransUnion, Pune *2020 – present*

Senior Technical Product Manager, TruIQ Data Enrichment and AI products *2025 – present*

- Lead technical delivery of TruIQ Data Enrichment, a zero-to-one product and TransUnion's fastest-growing, which provisions credit data into lenders' own Snowflake or BigQuery environments under FCRA rules.
- Lead delivery of TransUnion's first two customer-facing AI agents: one that finds the right credit data for a question, one that helps build machine-learning workflows in natural language. Own their architecture, model selection and evaluation, judged on answer relevance, response quality, latency and inference cost.
- Translate product strategy into PRDs, technical specifications, non-functional requirements, architecture decisions, acceptance criteria and capacity-backed releases, working across Product, Engineering, Architecture, Data Science, Security and Compliance.
- Lead the engineering of TPM Delivery Intelligence, an AI platform that checks ideas, PRDs, initiatives and epics against the definition of ready and done and generates UAT test cases; a hackathon-winning idea I designed and built in about a month.

Agile Transformation Lead, then Senior Program Manager *2020 – 2025*

- Moved TransUnion CIBIL, a 300-person organisation, from project management to Agile product delivery across 34 teams and two release trains, and built its Agile PMO; cycle time fell by 40% over thirty months.
- As programme manager, ran OneDev, an 18-team release train building the unified developer platform, and the application migrations for a data-centre exit; six scrum masters reported to me.

JPMorgan Chase, Mumbai *2018 – 2020*

Assistant Vice President, Enterprise Agile Coach and Modernisation Lead

- Programme manager for Application Modernisation and Optimisation across more than 40 teams: microservices, AWS migration, CI/CD and observability, with a $10M savings target.
- Coached about 50 teams through the move from project to product delivery under Large-Scale Scrum, and ran the organisation's first self-selection event.

Oracle, Mumbai *2016 – 2018*

Agile Coach and DevOps Manager

- Onboarded over 130 State Street teams to an enterprise CI/CD platform.
- Coached 12 teams to platinum maturity certification; one was named Best Team of the Year.
- Led a ten-person team building Agile and DevOps accelerators for Oracle Financials, and automated OBDX deployment from a week to minutes.

Capgemini, Mumbai and Europe *2011 – 2016*

Agile Coach, earlier Service Manager

- Co-authored the Capgemini Agile Framework and led coaching in Germany, France, the Netherlands, Belgium and Poland.
- Trained more than 3,000 people in Agile and DevOps practice.
- As a service manager, reduced incidents by 55% for TeliaSonera over 18 months.

Yahoo India, Mumbai *2005 – 2011*

Software Engineer, then Service Architect

- Responsible for the availability, capacity and recovery of Yahoo India's home page, Finance, News, Movies and Cricket; maintained 99.7% availability.
- Part of the team that delivered online cricket streaming, including the 2011 World Cup.
- Received two Yahoo Odyssey awards.

Independent work

TrackBooks *2025 – present*

Architect and sole engineer of an AI-first accounting, billing, taxation and financial insights platform used by chartered accountants in India.

SoulDigits *2025 – present*

Architect and sole engineer of a consumer numerology assistant on the web and Android.

Security assessment of a logistics platform *2026*

An authorised, non-destructive assessment of a production logistics platform to support compliance with India's Digital Personal Data Protection Act: OWASP-based web and API testing, attack-surface discovery and vulnerability scanning, and manual and AI-assisted source review with attack-path validation across Java and Spring, REST, SQL Server, PostgreSQL and AWS. Confirmed four critical and two high-severity issues and delivered a prioritised remediation plan.

Education

IIT Madras *2022 – 2023*

Postgraduate programme in Applied Data Science and Machine Intelligence

NMIMS, Mumbai *2008 – 2011*

MBA, Information Systems

University of Mumbai *2002 – 2005*

B.E., Information Technology

Certifications

AWS Solutions Architect – Associate · SAFe Program Consultant · Professional Scrum Master II · ITIL v3 Expert · PRINCE2 Practitioner