

SOURISH MUKHERJEE

Senior Technical Project Manager | US Healthcare Insurance Technology | Enterprise SaaS Transformation | AI-Enabled Agile Delivery | 8+ Years Experience | CSPO | CSM | CLSSBB | Executive PGDM – IIM Kashipur

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PROFESSIONAL SUMMARY

Senior Technical Project Manager with 8+ years of experience leading enterprise SaaS transformation, US healthcare insurance platforms, and governance-driven digital delivery across regulated, large-scale environments. Proven track record of delivering a \$3M+ cross-border healthcare ecosystem — 21+ US insurers onboarded via EDI 834/835/837 with HIPAA-aligned PHI governance — orchestrating multi-tenant architecture transformation, aligning ISO/IEC 27001:2022 controls, and institutionalizing DevSecOps practices. Anthropic Claude-certified, AI-enabled delivery leader recognized for bridging enterprise architecture, regulatory compliance, and executive stakeholder strategy to build scalable, secure, audit-ready digital platforms.

KEY TRANSFORMATION IMPACT

- 8+ years delivering enterprise SaaS platforms and regulated digital ecosystems.
- Delivered \$3M+ US healthcare insurance ecosystem — onboarded 21+ insurers via EDI 834/835/837 with HIPAA-aligned PHI compliance.
- Led SaaS modernization across 12+ enterprise platforms serving multiple business units.
- Automated 95% CI/CD pipelines improving deployment reliability and release velocity.
- Directed ISO/IEC 27001:2022 governance alignment, including Statement of Applicability (SoA) development, across the platform lifecycle.
- Anthropic Claude-certified; facilitated two enterprise AI & product strategy workshops (2026) driving AI-led delivery adoption.

CORE EXPERTISE

Transformation & Delivery: Program & Portfolio Management • Agile, Hybrid & Waterfall Delivery • Product Ownership • Change Management • Executive Stakeholder Management

US Healthcare Insurance Tech: EDI 834/835/837 (X12) • Enrollment & Claims Ecosystems • Payer / TPA / HRMS Integrations • HIPAA-Aligned PHI Data Governance

Enterprise Platforms & SaaS Architecture: Multi-Tenant SaaS • SSO & RBAC • Secure Platform Design • Centralized Authentication • Enterprise Architecture Collaboration

Cloud & DevOps: AWS (EC2) • CI/CD Pipelines (GitHub & GitLab) • DevOps • SonarQube Code Quality • SSL/TLS Security

AI-Enabled Delivery: Anthropic Claude (Claude Code, Cowork) • LLM-Assisted Compliance Intelligence • Gen-AI RAG Systems • AI Workshop Facilitation

Governance & Compliance: ISO/IEC 27001:2022 & SoA • HIPAA & PHI Governance • Audit Readiness • Risk Management • SLA & ITIL

PROFESSIONAL EXPERIENCE

Shyam Steel Manufacturing Ltd & Shyam Future Tech Pvt Ltd

Dec 2024 – Present

Senior Technical Project Manager / Platform & SaaS Transformation Lead

Kolkata, India

- Spearheading enterprise SaaS modernization across 12+ platforms, transforming legacy systems into secure multi-tenant ecosystems supporting enterprise digital operations.
- Institutionalized delivery governance frameworks (SOPs, risk controls, release governance) and directed ISO/IEC 27001:2022 alignment — including Statement of Applicability (SoA) development — reducing cycle time by 30% and ensuring audit readiness.
- Directed cross-model execution (Agile, Hybrid, Waterfall) and owned enterprise product strategy and roadmap for internal digital platforms, driving measurable adoption and operational efficiency gains.
- Served as Product Owner for SFT Evolve (enterprise HRMS platform), managing leading manufacturing-sector enterprise clients — resolving client escalations via Freshdesk with hire-to-retain use-case walkthroughs, and driving market comparison analysis, new policy-mapping feasibility, and UX enhancements.
- Led SFT Evolve product revamp and stabilization with cross-platform teams — conducting technical feasibility reviews with edge-case logic improvements, product and database sanitization, and product-gap analysis spanning deployment pipelines and Git branching strategy; demoed releases to internal and external stakeholders.
- Delivered third-party integrations for BGV (background verification) and AI-based interview screening within hiring workflows; driving ongoing AI chatbot integration and data analysis for product support and new requirement reviews.
- Architected the SFT Warehouse umbrella ecosystem — centralized SSO, RBAC, and tenant-level authorization — technically designing the workflow and migrating existing and new products (SFT Evolve, SFT Compliance Hub, SFT Insurance Hub, SFT Smartspace) into a single-login model granting tenant users and admins access to all subscribed products.
- Implemented SFT Smartspace and SFT Insurance Hub as multi-tenant SaaS platforms with approval mechanisms — owning delivery from feature analysis to deployment, building RFQ and CST (Comparative Statement) workflows for asset insurance modules, and engineering tenant database strategies across pooled, bridged, and siloed models.
- Led development of an AI-assisted compliance intelligence framework leveraging LLM tooling (Anthropic Claude) to accelerate regulatory interpretation, policy mapping, and governance documentation workflows.
- Re-architected an inherited EY-built compliance application (MERN), transforming ambiguous legacy requirements into a governed, audit-ready platform integrating ERP/SAP process APIs.
- Migrated existing clients' support tickets to Freshdesk through Node.js backend script automation and built SLA reporting workflows, eliminating manual ticket administration effort.

- Architected enterprise-grade AWS production infrastructure (EC2, Nginx, SSL, domain routing) enabling scalable deployment of MERN & Next.js platforms.
- Directed enterprise repository migration from Bitbucket to GitLab, introducing standardized CI/CD pipelines, access governance, and code quality gates.

Aeonix Research & Innovations LLP

Dec 2020 – Dec 2024

Product Architect & Senior Software Engineer (Platform & SaaS Systems) – Healthcare & Enterprise Platforms

Kolkata, India

- Architected and delivered enterprise-grade US healthcare insurance enrollment and claims platforms, generating \$3M+ revenue in regulated environments.
- Directed end-to-end development of a B2B health insurance ecosystem integrating HRMS platforms, TPAs, insurers, and external claims engines through secure multi-party workflows.
- Enabled onboarding of 21+ US insurance carriers by designing scalable enrollment, eligibility validation, and policy lifecycle management frameworks.
- Engineered secure EDI 834/835/837 (X12), SFTP, and structured data exchange integrations processing 20,000+ healthcare records weekly, ensuring data integrity and transactional reliability.
- Institutionalized data governance controls ensuring HIPAA-aligned PHI security, auditability, traceability, and regulatory compliance across healthcare workflows.
- Delivered additional enterprise platforms including multi-tier Elder Care Management Systems, IoT-enabled Podiatric Care Solutions, and Government Pollution Control applications supporting high-volume user access.
- Automated 95% of CI/CD pipelines, implementing structured DevOps practices that improved deployment reliability and accelerated production rollouts.

Wipro Limited

Aug 2019 – Sep 2020

Associate Support Engineer

Kolkata, India

- Supported enterprise-scale UK telecom infrastructure monitoring 10,000+ network devices within SLA-driven environments.
- Reduced operational overhead by 30% via Bash-based automation scripting.
- Operated within ITIL-aligned incident management and service governance frameworks.

Aditya Group

Sep 2018 – Aug 2019

Assistant Coordinator – Academic Operations & Technical Instruction

Kolkata, India

- Delivered technical instruction in algorithms, data structures, and software engineering methodologies, incorporating real-world industry practices to prepare students for professional development environments.
- Coordinated academic operations end-to-end — curriculum scheduling, examination planning, and institutional events — an early foundation in structured planning and multi-stakeholder coordination.

KEY ENTERPRISE PLATFORMS & TRANSFORMATION INITIATIVES

Enterprise SaaS Platforms – Shyam Steel Group

- **SFT Evolve – Enterprise HRMS Platform (Product Owner)** – Hire-to-retire HR lifecycle management serving leading manufacturing-sector enterprise clients; delivered BGV and AI-interview third-party integrations, ongoing AI chatbot rollout, workflow automation, and enterprise reporting.
- **SFT Travel Desk (Product Owner)** – Enterprise travel management platform; drove roadmap strategy, backlog governance, sprint execution, and organization-wide digital adoption, digitizing end-to-end travel workflows and reducing approval turnaround time by 40%.
- **Enterprise Compliance Platform** – Re-architected inherited EY-built compliance solution (MERN), integrating ERP/SAP process APIs to enable governance tracking and audit-ready reporting.
- **SFT Smartspace & SFT Insurance Hub** – Multi-tenant SaaS platforms with approval mechanisms; implemented RFQ/CST workflows for asset insurance modules and pooled, bridged, and siloed tenant database models, from feature analysis to deployment.
- **SFT Warehouse (Umbrella Product Ecosystem)** – Unified product listing platform with centralized SSO; architected and migrated SFT Evolve, Compliance Hub, Insurance Hub, and Smartspace into a single-login, subscribed-product access model for tenant users and admins.
- **SFT Construct, SFT Vault, SFT Docx** – Multi-tenant enterprise platforms; drove SaaS readiness, centralized authentication (SSO, RBAC), governance standardization, and secure platform integration.

Healthcare & Regulated Platforms

- **US Healthcare Enrollment Portal & Mobile Application** – B2B insurance ecosystem integrating HRMS systems, insurers, TPAs, and claims engines with secure PHI data workflows in regulated environments.
- **IoT-Enabled Healthcare Platform** – Multi-tier clinical management system featuring RBAC-based access controls, device integrations, and structured patient workflow automation.
- **Enterprise Care Coordination System** – Platform supporting complex billing, multi-level permissions, and structured care collaboration across stakeholders.
- **Government Regulatory Monitoring Application** – Environmental analytics platform integrating AQI monitoring, noise data processing, and citizen grievance management with Android deployment.

Enterprise Client & Innovation Platforms

- **Large-Scale Logistics & Delivery Platform** – Supported scalability planning, release governance, and production deployments for high-volume transactional workflows.
- **Gen-AI Retrieval-Augmented Generation (RAG) Engine** – Developed intelligent enterprise search and contextual response system for structured knowledge retrieval.
- **Workflow-Driven Advisory & Research Platforms** – SaaS-based systems supporting structured client engagement, scheduling automation, and end-to-end service lifecycle management.

WORKSHOPS & THOUGHT LEADERSHIP

AI Automation & Workflow Transformation — *Workshop Facilitator, Shyam Future Tech Pvt Ltd*

April 2026

SFT Warehouse: Product Strategy & Deep Insights — *Workshop Facilitator, Shyam Future Tech Pvt Ltd*

February 2026

LICENSES & CERTIFICATIONS

Digital badge verification: credly.com/users/sourishmukherjee

Certified Scrum Product Owner (CSPO) — <i>Scrum Alliance</i>	February 2026
Certified Scrum Master (CSM) — <i>Scrum Alliance</i>	January 2026
AI & Agility — <i>Scrum Alliance</i>	January 2026
Anthropic Claude Certifications <i>AI Fluency • Claude 101 • Claude Code 101 • Claude Code in Action • Intro to Claude Cowork</i>	March – April 2026
Generative AI Overview for Project Managers — <i>Project Management Institute (PMI)</i>	January 2026
Lean Six Sigma Black Belt (CLSSBB) & Green Belt (CLSSGB) — <i>ISEL Global</i>	September 2025
PMP Certification Preparation Course — <i>ISEL Global</i>	September 2025
Certified Kaizen Professional (CKP) — <i>ISEL Global</i>	January 2025
Business Analytics & Data Mining Modeling — <i>Indian Institute of Technology, Roorkee (NPTEL)</i>	April 2023
Operational Excellence Work-Out & Kaizen Facilitator	
Ethical Hacking	
Advance Ethical Hacking & Penetration Testing using Kali Linux	
Certificate in MERN Stack Development — <i>Cloudnet Institute of Information Technology Pvt. Ltd</i>	December 2020

EDUCATION

Executive PGDM – Business Management — <i>Indian Institute of Management (IIM) Kashipur</i>	2024 – 2025
Master of Computer Applications (MCA) — <i>MAKAUT, West Bengal</i>	2021 – 2023
Post Graduate Diploma in Computer Applications (PGDCA) — <i>IGNOU, Study Centre – St. Xaviers, Kolkata</i>	2018 – 2020
Bachelor of Science (B.Sc) – Computer Science — <i>University of Calcutta</i>	2015 – 2018

ADDITIONAL EXPERIENCE & LEADERSHIP

Industrial Training Program – MERN Stack Development	2024
<i>Aeonix Research & Innovations LLP</i> Conducted a 40-hour industrial training program on MERN Stack development, covering full-stack application design, deployment practices, and development best practices.	
Invited Workshop Speaker – Web Development	2023
<i>Government College of Engineering and Leather Technology</i> Invited to conduct a workshop on modern web development practices, focusing on full-stack development concepts and industry-aligned skills.	<i>Kolkata, India</i>
National Cadet Corps (NCC) – Army Wing	2014 – 2018
<i>Fort William, Eastern Command</i> Served as an NCC cadet in the Army Wing, developing leadership, discipline, teamwork, and organizational skills through structured military training and activities.	<i>Kolkata, India</i>

AWARDS & HONORS

Mentor of the Year	Dec 2023 & Dec 2024
<i>Aeonix Research & Innovations LLP — Product Management</i> Awarded Mentor of the Year for two consecutive years (2023 & 2024) in recognition of exceptional leadership, successful product management, team development, and driving business profitability through effective execution and cross-functional collaboration.	
Operational Excellence Award (Pragati Trophy)	Jul 2020
<i>Wipro Limited — Enterprise Infrastructure & Automation</i> Honored for developing automation solutions that improved operational efficiency and reduced manual effort across network operations.	
International & National Silver Medalist	2017
<i>Karate (International) Muay Thai (National)</i> Achieved international and national recognition in competitive martial arts, reflecting discipline, resilience, and high-performance mindset.	

ADDITIONAL INFORMATION

- Experience collaborating with cross-border stakeholders across US-regulated environments, aligning delivery execution with compliance and business objectives.
- Exposure to security-first architecture design, enterprise authentication frameworks, and audit-ready operational controls.
- Track record of driving structured change initiatives across multi-product ecosystems, balancing governance rigor with execution agility.