Abhishek Sinha

Enterprise Solutions Architect

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in https://www.linkedin.com/in/theabhisheksinha ◯ https://www.github.com/theabhisheksinha

▶ https://www.youtube.com/the.abhisheksinha

A results-driven TOGAF 9.1 certified Enterprise Solutions Architect with over 21 years of experience in leading complex enterprise-level projects. I specialize in cloud-based solutions and CRM systems, but also apply my expertise to build innovative solutions, such as **NyaySamwad**, a free AI-powered legal chatbot on Telegram and Whatsapp. This passion for innovation and a deep understanding of cloud architecture and business analysis allows me to bridge the gap between legacy systems and next-generation technologies. I work at CAST Software India Pvt. Ltd as Pre-Sales Manager and help grow the business in India, APAC, West Asia and spread the awareness about the products on Software Intellegence.

📁 Leadership Initiative

NyaySamwad, *Advanced Serverless AI Legal Chatbot with Proprietary NyayRAG* 🔗

Founded, Architected and developed a scalable AI legal chatbot for Telegram and WhatsApp, evolving the core engine from a standard conversational model to a specialized Retrieval-Augmented Generation (RAG) system. This advanced solution is built to deliver highly accurate and context-aware legal information.

Key Technical Contributions:

- **Proprietary RAG System:** Designed and implemented a custom RAG solution named **NyayRAG**, trained on a curated corpus of public legal documents to provide domain-specific and authoritative responses.

- **Advanced AI Integration:** Developed the system on **AWS Bedrock**, leveraging its foundation models and capabilities to power the RAG and conversational AI components.

- **Agentic Framework Development:** Currently working on transitioning the system towards an **Agentic RAG** framework, creating multi-step workflows to automate and streamline responses for a variety of complex legal use cases.

- **Serverless Architecture:** Utilized **AWS Lambda** for the application's business logic and **Amazon DynamoDB** for scalable chat data storage, ensuring high availability and a cost-effective operational model.

This project highlights deep expertise in **business accumen, problem solving**, **solutions architecture, advanced generative AI development (RAG and Agentic systems), serverless computing, and the strategic use of AWS Bedrock** to build sophisticated, domain-specific AI applications.

💼 Professional Experience

10/2019 – Present Bangalore	**Manager Pre-Sales / Pre-Sales Solutions Architect,** *CAST Software India Pvt. Ltd.* 🔗

- Led pre-sales solutions and technical demonstrations for prospective and existing high value clients, showcasing the capabilities of CAST Application Intelligence Platform and CAST Highlight.
- Delivered technical talks and knowledge sessions at various events demonstrating CAST product capabilities.
- Managed all pre-sales activities, including product training, implementation management, and proof of concepts.
- Authored comprehensive RFPs and proposals, crafting compelling value propositions and value measurements to secure new business.

- Contributed to customer management and project management as part of the solutions team.

09/2014 – 09/2019
Bangalore

Solutions Architect, *Happiest Minds Technologies Ltd* 🔗
- Designed and implemented solutions for on-premise, Big Data, and cloud-based applications, including green-field implementations and migrations.
- Managed projects and support for a range of application suites, ensuring smooth transitions and maintenance.
- Provided online training for cloud-based technologies and managed proof of concepts to validate new solutions.
- Developed RFPs and proposals, defining value propositions to support business development efforts.

05/2011 – 09/2014
Banaglore

Technical Leader, *Atos India Pvt. Ltd* 🔗
- Managed the development, maintenance, and migration of Clarify (Amdocs CRM 7.5) and Siebel 8 Applications.
- Applied Lean management principles to improve project efficiency and quality.
- Led team of 12 resources for the CRM based application development and Maintenence project

12/2010 – 04/2011
Gurugram

Assistant Manager, *Videocon Telecommunications Ltd.* 🔗
- Vendor management and application delivery, ensuring alignment with business goals.
- Conducted business analysis and requirement gathering from various stakeholders and regulatory bodies like TRAI for MNP implementation

12/2007 – 12/2010
Noida

Application Consultant, *IBM India Pvt Ltd.* 🔗
- Led team of 7 resources for the development and maintenance of Clarify 11.5 and Siebel 8 Applications based CRMs for telecom customers.
- Project management, Change mangement, incident management, effort estimation

08/2005 – 12/2007
Noida

Lead Analyst, *Patni Computer Systems Ltd.* 🔗
- Managed a team responsible for the development and maintenance of Clarify 11.5 Applications.
- Individual contributer for the applicaiton development and maintenence projects

11/2004 – 06/2005
Noida

Customer Contact Executive, *Colwell and Salmon Communications India Pvt Ltd* 🔗
- Individual contributer for the CRM support and Customer Support for telecom clients (Carphone Warehouse, UK)
- Application support engineer for CRM suit

🎓 Education

11/2000 – 06/2004
Lucknow

Bachelor of Technology, *Uttar Pradesh Technical University,*
https://aktu.ac.in/ 🔗
Majoring in Electronics and Telecommunication Engineering

04/1995 – 05/1998
Prayagraj

Indian School Certificate, *I.S.C.*
https://cisceboard.org/ 🔗
Boy's High School and Collage, Prayagraj,UP
Majoring in Science, Mathematics, Hindi and English

04/1995 – 05/1996
Prayagraj

Indian Council for Secondary Education, *I.C.S.E.*
https://cisceboard.org/ 🔗
Boy's High School and Collage, Prayagraj,UP
Majoring in Science, Mathematics, Social Studies, Hindi, English and Commerce

Certifications

TOGAF 9.1 Enterprise Architect
https://theopengroup.org 🔗
June 2016
CID: 108771

AWS Certified Developer - Associate
https://aws.amazon.com/ 🔗
December 2019
Validation Number P0LT0SF1CJF11HG7

Siebel 8.0 Consultant
https://www.oracle.com 🔗
June 2009
Oracle certified Siebel 8.0 Consultant

I.E.L.T.S
https://ielts.ucles.org.uk 🔗
Jan 2023

SOA Foundation certified
https://www.ibm.com 🔗
May 2010
IBM certified SOA Practitioner

Android Application Programming
https://www.aptech.com 🔗
September 2015
Android application programming

AWS Certified Solutions Architect
https://aws.amazon.com/ 🔗
December 2017
Validation Number T9DHNZFC2FRE1Z9T

Microsoft Certified-Azure Fundamentals
https://www.mcp.microsoft.com 🔗
December 2019
Microsoft Certification ID: 17667365 Transcript ID: 1235782

Big Data Developer 🔗
https://as.wiley.com 🔗
October 2015
Wiley Certified Big Data Developer training

OCA
https://www.oracle.com 🔗
September 2010
Oracle Database 10g Certified Associate

Level 1 Spanish Language
https://www.institutohispania.com/ 🔗
May 2008
Basic Spanish Language training from Instituto Hispania, New Delhi

LEAN Foundation - Navigator
https://atos.com 🔗
July 2012
AtoS LEAN foundation and implementation and training

Languages

Hindi • English • Spanish

References

Available on request