

# Akhil Sharma

Kitchener, ON

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Engineering leader with 14+ years of experience managing teams and delivering products across AI platforms, cloud infrastructure, and enterprise SaaS. Led orgs of up to 22 engineers across multiple product lines, directed the development of an MCP-enabled knowledge graph platform serving agentic AI systems, and drove a cloud migration that cut \$1.2M in annual operating costs. Set up hiring and promotion processes that improved retention at every company. PMP-certified.

## SKILLS

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**Leadership** Org design and team scaling, hiring strategy and interview design, performance management, career ladders and promotion frameworks, retention, strategic planning, cross-functional collaboration, stakeholder and executive communication, roadmap ownership, budget and resource allocation, risk management, data-driven decision making, distributed team management, Agile/Scrum

**Technical** Python, TypeScript, Java, Node.js, React, Spring Boot, Next.js | AWS (Bedrock, Agentcore, ECS, Lambda, S3), Azure, GCP | PostgreSQL, Elasticsearch, Redis, MongoDB | Knowledge Graphs, RDF, SPARQL, SHACL, JSON-LD | LangChain, OpenAI API, RAG, vector embeddings, agentic AI, prompt engineering, Langfuse | Docker, Kubernetes, Terraform, Cursor | System design, CI/CD, Datadog

## PROFESSIONAL EXPERIENCE

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### Senior Manager, Engineering

Jan 2025 to Apr 2026

Schema App | Guelph, ON (Remote)

Enterprise semantic data and knowledge graph platform helping brands control how AI and search engines understand their content. Customers include healthcare, financial services, and Fortune 500 companies

- Ran an engineering org of 12. Owned roadmap execution, sprint cadence, on-call, and hiring. Set up a hiring process with scorecards and panel calibration, and partnered with University of Guelph for co-op talent
- Led the development of Schema App's MCP Server, which lets enterprise customers expose their Content Knowledge Graph to major AI assistants. Shaped the technical design for authentication, permissioned access, and rate limiting
- Led the team that built a RAG retrieval pipeline over the knowledge graph using LangChain, vector embeddings, and AWS Bedrock. Directed chunking and reranking across 50K+ entities, with Langfuse for LLM evaluation, to reduce hallucination in customer-facing AI integrations
- Drove a 19.7% AI Overview uplift for a flagship customer, published as a case study, by restructuring entity graphs and aligning markup with LLM-parseable patterns
- Owned and delivered Schema App's SOC 2 Type II compliance program end to end, from gap analysis through remediation to managing the external audit. Also led KY3P (Know Your Third Party) compliance for major US banking clients
- Served as Head of IT alongside the engineering role. Managed vendor relationships and integrated CopperTree for IT infrastructure monitoring and management

### Senior Manager, Software Development & Delivery

Jan 2022 to Dec 2024

Techcom Software Solutions | Vaughan, ON

Enterprise decision management and CRM platform with AI/ML capabilities, serving financial services, utilities, and government

- Managed 22 engineers across 3 product teams covering CRM, decision management, and integrations. Owned hiring, performance management, career development, and a delivery budget around \$3M
- Responsible for integrating GPT-based automation into customer support, reducing median first-response time from over 3 hours to under 30 minutes
- Led delivery of a predictive next-best-action engine for customer lifecycle management, serving millions of ML-based predictions per month in production
- Launched 3 product modules in partnership with product and design, all hitting GA within two weeks of committed dates. Platform engagement grew about 22% year over year
- Standardized release planning and delivery across all three teams. Moved to a 2-week sprint cadence with automated regression. Cut cycle time from 9 weeks to under 5 and defect escape rate from 8% to 3%
- Built a promotion framework with scorecards and clear growth plans. Multiple engineers moved up to senior and lead roles, and attrition stayed below 10%

## **Manager, Software Development**

May 2019 to Jan 2022

TNGOC (The Nationwide Group of Companies) | Toronto, ON

Real estate and mortgage technology, including appraisal management, workflow automation, and data analytics. Processed 20M+ appraisals across Canada, US, and Mexico

- Led 15 developers on the Connexions appraisal management platform used by major Canadian and US lenders
- Owned the migration of the core appraisal engine from on-premise to AWS. Moved 6 services over 14 months, cutting annual operating costs by about \$1.2M and improving uptime from 99.2% to 99.85%
- Established CI/CD pipelines that brought releases from monthly to bi-weekly and reduced hotfix turnaround from 48 hours to under 6
- Introduced code review standards, PR sizing guidelines, and an on-call rotation. Cycle time improved about 18%, weekend escalations dropped to near zero
- Ran one-on-ones and provided career guidance, helping multiple developers move into lead roles

## **Lead Software Engineer**

Sep 2016 to May 2019

Mi9 Retail | Toronto, ON

Enterprise retail software covering POS, merchandise management, and analytics, serving hundreds of retailers globally

- Led 8 engineers on inventory management and merchandise planning modules used by 300+ retail chains across North America
- Split the monolithic platform into microservices, cutting inter-team merge conflicts by over 60% so teams could deploy independently
- Integrated ML models for product recommendations and inventory management, which helped increase average basket size in pilot rollouts
- Ran regular performance reviews and mentored developers at all levels, helping several grow into senior roles

## **Software Developer**

Jan 2012 to Aug 2016

Dynamic Impex | Ludhiana, India

Full-stack development across Java, PHP, MySQL, and JavaScript. Delivered web applications through the full SDLC

## **EDUCATION AND CERTIFICATION**

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**Master of Engineering**, Information Systems Security

Concordia University, Montreal, Canada

**PMP**, Project Management Professional (PMI)