

Narayanan Satyamurthy

Technology Operations & Service Delivery Executive | Engineering Leadership | AI Transformation

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EXECUTIVE SUMMARY

Technology operations and service delivery leader with 18+ years running enterprise platforms and global teams for Bayer, CVS Health, Cognizant and JP Morgan Chase. Led 24x7 operations for a \$750M+ platform in 23 countries, cut mean time to restore from 96 hours to 90 minutes, and helped steer 400+ engineers through an org-wide SAFe transformation.

Pairs ITIL and SRE discipline with hands-on AI: brought generative AI into Bayer operations in early 2024, and has since designed, built and run four production AI voice platforms. Brings a governed, auditable operating model for enterprise AI adoption. Goes by Nana.

CORE COMPETENCIES

Operations: IT service delivery (ITIL v4), SRE and major-incident management, SLA and OKR design, executive reporting, 24x7 global operations

Leadership: Global teams of 100+ (US, Europe, India), SAFe and Agile at scale, organizational change management, C-level partnership

Cost and Vendors: Cloud FinOps, budget and CAPEX/OPEX forecasting, P&L, MSP transitions, vendor and contract management

AI and Technology: LLM applications (OpenAI, Anthropic), voice AI and contact-center IVR, AWS, ServiceNow, Datadog, Splunk, Grafana

PROFESSIONAL EXPERIENCE

CVS Health | Knoxville, TN (Remote)

Nov 2024 - Present

Senior Service Delivery Manager, Applications Support (Contract)

- Lead end-to-end infrastructure and application service delivery for **42+ enterprise Tier 1/2 platforms**, including call center IVR, sustaining **98%+ SLA compliance**.
- Migrated support for **14 applications** from managed service providers to in-house teams at about 4 weeks per application, cutting delivery costs **~20%**.
- Embedded SRE practices into the support model; deliver executive reporting on platform health, risk and delivery performance.
- Brought AI into operations: LLM tooling that keeps runbooks current from ServiceNow tickets and RCAs, and Teams-integrated self-service chatbots that reduce manual support load.

KnoxCalls LLC | Knoxville, TN

2022 - Present

Founder & Principal AI Engineer

- Independent AI product work since 2022, incorporated as KnoxCalls LLC in Feb 2026: generative-AI and speech-to-speech prototypes in 2024, then **four production AI voice platforms** from late 2025, each designed, built and operated end to end.
- **KnoxCalls NightWatch** (knoxcalls.com): multi-tenant after-hours answering and dispatch for home-service businesses. Pages on-call technicians until acknowledged; SLO-based observability; 98%+ SLA.

- **Voco** (voco.goldenkall.com): AI phone ordering for restaurants. Handles 20 concurrent calls, recognizes repeat callers, imports a menu from a photo, and integrates Square/Toast POS and Stripe billing.
- **JobQual** (jobqual.goldenkall.com): AI screening agent for recruiting agencies. Embedding match with an LLM reranker, rubric scoring, interview scheduling and Greenhouse ATS sync.
- **CallSentry** (callsentry.knoxcalls.com): real-time scam detection for older adults. Android call interception, streaming speech-to-text, LLM threat scoring and family alerts.
- **Hearth (R&D)**: caregiver-coordination system built through a governed, multi-model AI engineering process, with defined model roles, a decision ledger and about 700 automated tests. It is the template for auditable AI adoption on enterprise teams.

Bayer Crop Science | Knoxville, TN (Remote)

Aug 2022 - Jun 2024

Senior Engineering Manager, Application & Infrastructure Operations

- Led global 24x7 operations for **FieldView, a \$750M+ digital farming platform**: 23 countries, 400+ microservices, 99.9% availability.
- Cut **MTTR from 96 hours to 90 minutes** with zero repeat major incidents, and raised L3 SLA compliance **from 40% to 85% in six months**, a first in four years of operations. Recognized with Bayer's "Better Because of You" award.
- Core member of the working group that led Bayer's **org-wide SAFe transformation**, guiding Application Support and **400+ engineers** across multiple Agile Release Trains. Received a second "Better Because of You" award for the change-management work.
- Introduced generative AI into operations in early 2024: **GPT-4 proofs of concept that drafted support runbooks from ServiceNow tickets and RCAs** and summarized ticket history for support engineers, laying the groundwork for an AI-enhanced knowledge base.
- Reduced operational disruptions **60%** during planting and harvest peaks with a reliability strategy aligned to the agricultural calendar.
- Cloud FinOps: right-sizing and auto-scaling cut EC2/ELB spend **~30%**; Reserved Instance and Savings Plans coverage of 70%+ cut baseline compute costs **35%**.
- Defined OKRs and SLAs for the operations organization; owned budget planning and CAPEX/OPEX forecasting with Engineering and Product.

Cognizant Technology Solutions | South Plainfield, NJ

Oct 2015 - Aug 2022

Associate Service Delivery Director, Application Development & Maintenance

- Led a **104-person global delivery organization** (US, Poland, India) for Fortune 500 retail and ecommerce clients, including QVC, HSN, Adorama and Pilot Travel Centers.
- Grew account revenue from **\$9M to \$13M TCV** in one year; supported **\$2B+ in holiday retail revenue with zero Sev-1 incidents**.
- Improved Time to Respond, Time to Restore and uptime SLAs by at least **27%** across managed accounts.
- Moved a major consumer electronics retailer's ecommerce support to ITIL steady state in six weeks, reducing outages 60%.
- Led application rationalization and cloud migration assessment that retired outdated microservices and **decommissioned 140 on-premises servers**.
- Built an enterprise cloud cost-tagging taxonomy (**100% spend attribution across 40+ apps**) and a FinOps show-back framework that surfaced **\$500K+ in annualized savings**; storage tiering cut storage spend **~25%**.
- Recipient of Cognizant's **Best Service Delivery Award** across the company's US Retail accounts.

Cognizant Technology Solutions | Bangalore, India

Jun 2012 - Oct 2015

Senior Service Delivery Manager, Application Development & Maintenance

- Led a **90+ person organization** (India, Malaysia) across application development, operations and PMO for a global document-technology company, with a ~\$27M annual portfolio.
- Standardized support frameworks to **98% SLA compliance**; metrics-driven performance management raised productivity 35%; a technical training program cut onboarding time 50%.

JP Morgan Chase | Bangalore, India

Jan 2006 - Jun 2012

Assistant Vice President, Global Technology & Infrastructure

- Led India technology integration for the **Bear Stearns, Washington Mutual and Bank of New York** transactions. Recognized with JPMC's **Global Partnership Award**.
- Led Identity & Access Management, including access provisioning and recertification, for the Investment Bank and Commercial Bank; managed 42+ professionals.
- Led an **84% automation** of a ~\$20M paper-to-electronic process transformation; automation initiatives delivered **36 FTE** in efficiency gains.
- Grew the India operations footprint **300%+**; led core infrastructure builds (virtual servers, storage) of up to \$30M.

EDUCATION

Bharathiar University

B.Sc., Electronics (US-equivalent B.S., dual major in Electronics and Management Information Systems)

CERTIFICATIONS AND TRAINING

- Six Sigma Green Belt
- ITIL v4 training
- PMP training
- Google machine learning and generative AI credentials

RESEARCH AND INNOVATION

- **Co-inventor, SpiderVibe (2024)**: field-deployable, self-calibrating vibration analysis system for spider-web research, with Dr. Bharat Parthasarathy (SSSIHL). ESP32 prototype built and field-validated at about 1/100th the cost of lab laser vibrometers; used AI extensively for pattern analysis of the vibration data.