

# DEEPAK RADHAKRISHNAN

Head of AI | Enterprise AI Leadership · AI Governance · Agentic Delivery

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## EXECUTIVE PROFILE

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Enterprise AI leader with ~19 years driving large-scale technology transformation across the Middle East and Southeast Asia. I lead AI initiatives at enterprise scale for du (one of the UAE's national telecom operators), sitting on the AI architecture board that prioritises the AI use-case portfolio and defines how it is delivered. I have authored du's AI governance and AI identity frameworks, personally deployed production AI agents, and represent the architecture function as the organisation's AI focal point. My edge is the rare combination of AI strategy and governance, hands-on agentic/GenAI delivery, and the AI-ready data foundation that makes enterprise AI actually work — backed by active contribution to global AI standards through the TM Forum.

## CORE AI LEADERSHIP COMPETENCIES

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- **Enterprise AI Strategy & Use-Case Prioritisation** — AI roadmap, portfolio governance, value mapping
- **AI Governance & Responsible AI** — governance & AI identity frameworks, controls, regulatory alignment
- **Agentic AI & GenAI Delivery** — production AI agents, LLM + RAG, multi-agent orchestration
- **AI-Ready Data & Event-Driven Architecture** — real-time streaming, lineage, AI/ML enablement
- **AI Vendor Selection & RFP Evaluation** — commercial and technical assessment, multi-vendor governance
- **AI Standards & Thought Leadership** — TM Forum reviewer & contributor
- **Leadership, Coaching & AI Capability Building** — high-performing teams, organisational AI uplift
- **Domain Expertise** — Telecom, Banking, Insurance, Airline, Retail

## SIGNATURE AI ACHIEVEMENTS

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- **Authored du's AI governance framework and AI identity framework**, establishing the controls for responsible, secure and auditable enterprise AI adoption.
- **Sit on du's AI architecture board**, deciding which AI use cases are prioritised across the enterprise and how they are delivered.
- **Designed and deployed production AI agents** — one generating solution architecture diagrams, another validating TM Forum Open API compliance — with an agentic system for SDLC and demand management now in build.
- **Built du's AI-ready data foundation** (Next Gen Integration Layer and enterprise streaming backbone) powering real-time insight, governance, lineage and AI/ML enablement company-wide.
- **Reviewer on du's AI RFPs and vendor selection**, and architecture reviewer across the AI team's solutions and integration touchpoints.

## PROFESSIONAL EXPERIENCE

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du — EITC Dubai, UAE

Mar 2021 – Present

*Integration Technical Architect Lead (Senior Director) — Enterprise AI Leadership*

- Lead du's enterprise AI initiatives from the IT architecture function, partnering with the AI team and acting as the architecture-side AI focal point; member of the AI architecture board prioritising use cases and setting delivery standards.
- Authored the enterprise AI governance and AI identity frameworks underpinning responsible, secure and compliant AI adoption.
- Personally designed and deployed production AI agents (architecture-diagram generation; TM Forum Open API compliance validation) and is building an agentic SDLC and demand-management system.

- Created a GenAI innovation portfolio: an NLP + vector Voice-of-Customer engine, an LLM + RAG architecture assistant, an agentic data-migration agent, and a blockchain-anchored AI anomaly-detection model protecting pipelines from data poisoning.
- Review AI solution architecture and integration touchpoints across the portfolio; serve as reviewer on AI RFPs and vendor selection.
- Designed and delivered the Next Gen Integration Layer (NGIL) and enterprise data streaming backbone — the governed, real-time data foundation enabling AI/ML, lineage and regulatory compliance.
- Orchestrate multimillion-AED technology portfolios across integration, data, digital and security; set architecture standards and TM Forum-aligned roadmaps that lifted governance maturity and audit readiness. Teach AI to engineering teams to build organisational capability.

**Emirates Group — dnata** Dubai, UAE

**Aug 2015 – Mar 2021**

*Principal Engineer*

- Led a 20-member hybrid platform team across SnapLogic, TIBCO, Solace, Splunk, Elastic and OpenShift, ensuring high reliability and performance for mission-critical operations.
- Delivered 80% efficiency improvements by instituting DevOps practices, CI/CD pipelines and automation across platform and application operations.
- Architected fault-tolerant DR and backup frameworks with strict RPO/RTO objectives, and ran capacity, availability and roadmap planning for 24+ hybrid-cloud platforms.

**TIBCO Software** Singapore & Pune, India

**Apr 2011 – Jun 2015**

*Consultant — Citibank (Singapore) & Allstate*

- Designed and delivered a centralised ESB platform integrating nine APAC systems for Citibank in Singapore and Allstate, accelerating digital transformation in regulated financial environments.
- Operated across international, cross-functional roles spanning architecture, delivery and stakeholder alignment.

**Accenture** Chennai, India

**Dec 2009 – Apr 2011**

*Senior Software Engineer*

- Led production environment architecture, capacity planning and enterprise release migrations for Telstra, and served as TIBCO trainer for Accenture's Middleware Centre of Excellence.

**Tata Consultancy Services (TCS)** Kolkata & Chennai, India

**May 2007 – Nov 2009**

*Assistant System Engineer*

- Supported production for Toyota Financial Services and contributed to Nielsen's CTO Office emerging-technology research team; awarded Best Performer for cross-program impact.

## AI STANDARDS & THOUGHT LEADERSHIP

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- **TM Forum — Reviewer**, Model-as-a-Service.
- **TM Forum — Contributor**, AI Agentic Identity Management.
- **TM Forum — Contributor**, AI-Native Architecture & Open API evolution — helping shape globally adoptable industry practice.

## EDUCATION & EXECUTIVE CREDENTIALS

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- **Stanford University Online** — AI-Driven Leadership: Strategies for the Future (Aug 2025)
- **du – Harvard Leadership Accelerators Program** (Sep 2023)
- **Bachelor of Engineering — Electronics & Telecommunication** (2002 – 2006)

## CERTIFICATIONS & RECOGNITION

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- **Certifications:** Data Streaming Engineer; HashiCorp Terraform Associate.
- **Fast-track promotion** from Principal Architect to Lead within 18 months at du, for strategic impact and consistent leadership.
- **Best Performer Award**, TCS Chennai (2009), presented by the COO of Nielsen Group; consistently recognised for cross-domain leadership across telecom, banking, insurance, airline and retail.