

ANITHA SELVARAJAN

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PROFESSIONAL SUMMARY

Enterprise technology leader in financial services and healthcare, now focused on building AI/ML and Generative AI platforms end to end. I define product strategy for AI/ML services — model integration, retrieval, agentic workflows, usage tracking, audit trails, and regulatory compliance — and build internal AI agents and MCP integrations that automate real business workflows, working closely with engineering on agent performance and reliability. A lot of my recent work has been turning Responsible AI principles like explainability and auditability into concrete tooling and dashboards, in partnership with Design, Compliance, and Architecture. I own AI portfolios from early prioritization through production, and I'm comfortable presenting tradeoffs and outcomes directly to executives.

CAREER HISTORY

Principal Technical Product Manager & Application Owner, VP | FirstCitizens Bank

Aug 2021 - Present

1. Led an AI agent project that turns customer chatbot queries into vector embeddings, retrieving account, balance, and transaction data using cosine-similarity scoring. Built the reranking logic and retrieval health checks used to catch quality issues and keep the pipeline honest over time.
2. Pushed adoption of Generative AI and agentic tooling across the team — deployed Copilot Skills and scheduled agents that now handle incident analysis and executive dashboards automatically. Cut reporting turnaround time by 90% and gave leadership much better visibility into team ROI.
3. Owned the AI program portfolio for enterprise reporting and retrieval across four Agile teams and a \$50M annual delivery budget, from intake and prioritization through production monitoring — untangling risks and dependencies as they came up.
4. Partnered with Risk, Compliance, and Governance to build responsible-AI guardrails, improving audit readiness by 80% and cutting audit-event gaps by 50%. The point was to have traceability and explainability designed in from the start of each AI initiative, not added after the fact.
5. Ran a feasibility and value analysis comparing AI capabilities across two competing banking platforms (SVB vs. First Citizens) after the acquisition. The business case I built from that analysis helped executives make the call faster and accelerated platform consolidation by 6 months, saving an estimated \$65M combined.
6. Worked with Finance and Compliance to define usage-tracking and consumption-based pricing for AI services — moving past demo-stage metrics to ROI numbers that could actually hold up, while staying aligned with regulatory cost-disclosure requirements.
7. Ran capacity planning and phased delivery on a \$15.5M/year modernization program (the eConnect-to-GO migration) over 4 years, moving roughly 10,000 users across market segments. Made the resourcing and vendor calls that modernized payment systems and saved \$6.22M a year.
8. Redesigned Client Onboarding, User Entitlements, and Vendor/Partner Integrations for Payments, Cards, and Loans into an AI-enabled microservices architecture to improve performance across the board.

9. Put together and maintained a risk-and-dependency framework spanning Cards, Payments, Loans, and external partners (Blackrock, CacheMatrix, OFX, PLAID, BillPay), and presented severity-based (S2/S3/S4) risk assessments to the Steering Committee.
10. Launched a B2B SaaS platform with AI agents automating customer support — a 70% jump in customer satisfaction and 40% faster response times.
11. Set up Agile governance for AI initiatives and SDLC standards across US and India teams, coaching Scrum Masters and engineers on structured experimentation and how to prioritize an AI-enabled roadmap.

Delivery Lead, Product Owner, Agile Transformation Leader, VP | Wells Fargo

Apr 2015 - Aug 2021

1. Built and managed a 31-member StageCoach team, standardizing testing procedures and quality benchmarks and mentoring technical talent — delivery got more consistent and post-production defects dropped. Also set up Agile governance and SDLC standards across the US and India teams.
2. Led delivery of strategic initiatives across Credit Card, Home Equity, and Auto, working directly with business executives, operations, enterprise risk, and technology leaders.
3. Defined Definition of Done, acceptance criteria, and portfolio metrics for enterprise Agile transformation, coaching cross-functional teams through the change and building the executive dashboards and roadmaps leadership used to track it.

Principal Product Owner | McAfee, IT Program Lead, StateBar of California, San Francisco | Lead Solutions Architect, iSoft, Chennai | Tech Manager, Ramco, Chennai |Tech Lead| Thesys Tech for REPCO Bank, Chennai

Held progressive leadership roles — including Tech Manager and Program Lead — across financial services, healthcare, and technology organizations: McAfee, State Bar of California, iSoft, Ramco, and Thesys Tech (REPCO Bank), leading product architecture and enterprise software initiatives at each.

SKILLS & TOOLS
AI/ML Platform Product Strategy Generative AI, LLMs & AI Agents Agentic AI Skill Creation & Solutioning Model Lifecycle Management & Operationalization MCP Integrations & Context Architecture RAG & Vector Retrieval Architectures Agent Evaluation & Trajectory Monitoring Responsible AI (Explainability, Traceability, Auditability) AI Consumption, Usage Tracking & Pricing Models Non-Functional Requirements (SLAs, Rate Limiting, Degradation Monitoring) End-to-End AI/ML Program & Portfolio Ownership Roadmap & PI Planning Cross-Functional & Executive Stakeholder Leadership Regulatory Compliance & Audit Readiness (SOC2) AI Coding Agents (Claude Code, Copilot) Enterprise Architecture & Microservices Design Cloud & API Integration (AWS, Azure, APIGEE, Kafka) Data-Driven Decision Making KPI & Metrics Reporting Agile Scrum/Kanban & SAFE Methodologies Vendor & Partner Management Change Management & Organizational Transformation MCP AI Agent Frameworks (Copilot Multi Agents, Claude Code, N8N, Claude Agents) RAG Vector Embeddings & Reranking LangChain Llama Agent Evaluation & Monitoring Python Cloud (AWS / Azure) AWS S3 Openshift Microservices REST API SOAP APIGEE Kafka ElasticSearch Java C# ASP.Net SQL Oracle DB2 Postgres Redis JIRA Splunk AppDynamics Dynatrace Git FIGMA Confluence

PROFESSIONAL CERTIFICATIONS

Six Sigma Lean Black Belt Professional | Six Sigma Champion | Certified Project Management | Change Management Specialist | Certified Agile Coach (ICP-ACC) | Professional Scrum Product Owner (PSPO)

EDUCATION

Bachelor of Technology in Information Technology | University of Madras