Sahil Gupta

Director of AI Engineering | Enterprise AI Agents

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PROFILE

Engineering leader with 12 years at Appian spanning cloud platforms, site reliability, and enterprise AI. Currently lead 20 engineers and two managers in Agentic AI; led the teams that took Agent Studio from beta to general availability. Previously led a 46-person SRE organization through five managers and cloud-platform work serving 1,200+ customers across 21 regions. Combine architecture, manager development, and product delivery with controlled workflows, guardrails, governance, and auditing around generative AI.

MS Computer Science, Machine Learning — Georgia Tech, GPA 3.90. Rated **Exceptional (top 15%)** in the two most recent performance cycles: 2025 and H1 2026.

SKILLS

AI & platforms: Enterprise AI agents, large language models (LLMs), Model Context Protocol (MCP), retrieval-augmented generation (RAG), retrieval and context pipelines, open-source agentic frameworks, AI-assisted software development, API design, AWS, Kubernetes, Terraform, cloud migration, observability, site reliability engineering (SRE).

Engineering leadership: Manager development, organization design, technical strategy, roadmaps, hiring, distributed teams, Team Topologies, Shape Up, cross-functional delivery. **Programming:** Python, Java, SQL, Bash.

PROFESSIONAL EXPERIENCE

Appian Corporation — McLean, VA | Jul 2014–Present

Director & Group Lead, Agentic AI | Feb 2025–Present

Artificial Intelligence Division — currently lead **20 engineers and two managers**, delivering Agent Studio and reusable agentic services.

- Led the teams that delivered **Agent Studio from beta to general availability** in Appian 25.4, bringing AI reasoning, enterprise data access, and workflow orchestration into a commercial platform. The agentic platform now serves **many production customers**.
- Increased concurrent-agent capacity to **at least 10x its prior level per Appian single-tenant instance** by leading the redesign to a **stateless, API-based agent harness**. Testing demonstrated **25x the original baseline** with no observed degradation in accuracy or per-agent runtime across multi-turn runs.
- Led adoption of **open-source agentic backends and harnesses**, making platform changes easier to deploy and letting teams benefit from the evolving open-source ecosystem.
- Restructured **four teams** around shared AI services and defined API ownership across AI application creation, process mining, and robotic process automation. Introduced contract-first, mock-first development to enable parallel delivery.
- Co-developed the long-term architecture strategy for agent memory, guardrails, Model Context Protocol (MCP), execution, and tools. **Personally built an MCP Server prototype** and remained directly involved in architecture reviews.

- Led the rollout of AI-assisted development to **800 engineers in six months**. Personally built Terraform/AWS infrastructure; partnered on production deployment controls and enabled adoption through workshops and technical guidance.
- Introduced **parallel AI-assisted development workflows** and coached Agentic AI teams; **the group's delivered feature scope tripled over one year**, measured in developer-weeks of work and total team output. Designed **"Context is King"** workshops; group reached **#1 in department AI-assisted development adoption**.
- Delivered Appian's **most popular beta by interest**: 148 organizations expressed interest; 22 organizations participated, building **257 agents**.

Director & Group Lead, Site Reliability Engineering | Jan 2024–Jan 2025

CTO-appointed leader of a **46-person SRE organization across five teams and five managers**.

- With the team, cut **critical-outage MTTR from 9 hours to under 3** through global on-call and structured incident command. Enabled real-time synthetic monitoring with the team, reducing **detection and recovery for many common site-availability incidents from about 1 hour on average to under 15 minutes**.
- Created and staffed a team owning incidents for previously unowned services and components; coached **SRE first principles** while devoting **more than 50% of that team's time to automation**.
- **Performance-related customer satisfaction rose from 67% to 80%**; **feature satisfaction from 83% to 90%** (Q1 2024 to 2025).
- Personally **hired and coached approximately 10 senior engineering leaders and senior managers**; **zero regretted attrition during the SRE tenure**.

Director & Group Lead, Cloud Services & Platform Engineering | Apr 2023–Dec 2023

Led five squads developing cloud infrastructure for **1,200+ enterprise customers across 21 regions**.

- Directed the monolith-to-Kubernetes migration program in partnership with architecture, engineering, and security. The cloud-native web-layer redesign cut **restart downtime 23%**, improved static-content response time **up to 30%**, and reduced provisioning from **5–30 minutes to seconds**.
- Established a **Cloud Native team in Chennai**, hiring six developers and a senior manager, and defining the team's mission, roadmap, and operating model to support the migration program.
- Helped implement engineering-wide **promotion competency frameworks** through the Engineering People Council. Led development of competency maps for technical mentors, managers, and senior managers, extending the work beyond software engineering roles.
- Partnered with engineering, architecture, and information security on FedRAMP and HITRUST requirements. Led the group whose web-layer controls completed **HITRUST readiness work in one sprint**, supporting the broader certification effort.

Senior Software Engineering Manager | Jan 2022–Mar 2023

Group Software Development Lead, Cloud Services — five squads and approximately 50 direct and indirect reports.

- Set priorities across cloud-infrastructure development and the cloud-native migration, aligning autonomous squads around customer outcomes, delivery, and operational needs.

Senior Cloud Software Manager | Oct 2020–Jan 2022

- Led **12 engineers with six direct reports**, owning team vision, roadmap, and prioritization. Served as principal recruitment lead across seniority levels, provided technical guidance, and coached engineers' career development.

Lead Cloud Engineer | Apr 2018–Oct 2020

- Technical lead for Shared Infrastructure, covering the web layer, monitoring, analytics, centralized logging, and routing. Owned the backlog and roadmap while managing direct reports' growth and career development.

Senior Cloud Engineer | Aug 2016–Apr 2018

- Built autoscaling and elastic web-layer services to add, remove, start, and stop web servers. Co-developed the operational data platform and personally designed and implemented its reporting layer, helping engineers investigate performance trends.

Cloud Engineer | Jul 2015–Jul 2016

- Built tools and scripts for on-premises-to-cloud migrations and served as the primary AWS contact for mission-critical issues. Developed centralized logging across thousands of servers and monitoring interfaces and notifications for cloud operations.
- Delivered operational applications for site cloning, reversion, and backup restoration, working with architects and cloud engineers from requirements through deployment.

Associate Cloud Engineer | Jul 2014–Jun 2015

- Led development of the uptime/SLA tracking application using Appian, SAIL, and MySQL. Combined monitoring and change-management data to distinguish scheduled and unscheduled downtime and inform reliability priorities.

EARLIER EXPERIENCE

Goldman Sachs — Technology Summer Analyst | May 2013–August 2013.

The Coca-Cola Company — Mobile Application Developer | January 2013–February 2013.

ADP — Web & Mobile Application Developer | June 2012–August 2012.

EDUCATION & RECOGNITION

Georgia Institute of Technology — MS, Computer Science | Dec 2024 | GPA 3.90

Machine Learning and Computing Systems focus.

Georgia Institute of Technology — BS, Computer Engineering | 2014

Appian Impact Award | Dec 2025 — cross-organizational AI adoption. **Appian MVP, Cloud & Community Services Department | Jan 2017.**

AWS Certified Solutions Architect – Professional | earned Jun 2017.