

Deepak Pal



INDIAN INSTITUTE OF
MANAGEMENT LUCKNOW

Enterprise Architect | Digital Transformation | Strategy & Advisory

LinkedIn: <https://www.linkedin.com/in/deepakpal-in/>

Contact: deepakpalambala@gmail.com | +91-9311141571

Summary

An accomplished Enterprise Architect and Digital Transformation strategist with 18 years of global experience at the intersection of business strategy and technology - leading enterprise-wide architecture, cloud adoption, and capability-led digital transformation across Insurance & Financial Services, Travel & Hospitality and other industries.

Deep expertise in cloud computing (AWS, Azure — public, private, hybrid) and cloud-native modernization, leveraged as a strategic business enabler to drive measurable outcomes. Proven experience at defining target-state architectures, multi-year transformation roadmaps, and providing advisory to ensure technological investments deliver measurable business value.

Co-leading organization-wide AI-driven transformation programmes, integrating strategic AI adoption and Responsible AI practices into business operating models. Trusted C-suite advisor, driving commercial growth through advisory-led consulting across global key strategic accounts, building high-performance Enterprise Architecture & Cloud Computing practice, developing reusable architecture assets, and growing client relationships across complex, global engagements.

Previously based in Newcastle, UK, supporting client engagements through DXC Technology's Digital Transformation Centre (DTC).

Training & Certifications

- AWS Certified Solution Architect • TOGAF 10.0 Enterprise Architecture • AI for Organisational Leaders - Microsoft • Certified Kubernetes Administrator (CKA) • RHCE and RHCA for OpenStack Private Cloud • VMware TS Pro – App Modernization

Skills & Expertise

Digital Transformation & Strategic Leadership:

- **Digital Transformation & Strategy:** Architecting and **driving the vision, strategy, and roadmap for enterprise-wide digital transformation, strategic AI adoption, and governance (using TOGAF framework)**, while aligning technology investments with business objectives, strategic roadmaps and P&L management for quantifiable ROI
- **Global Strategic Consulting, Advisory & Business Development:** Providing technical leadership as a **trusted advisor to diverse global clientele** and delivering long-term strategic digital transformation solutions that drive business expansion
- **Cloud, DevSecOps & Application Modernisation:** Leading enterprise-wide multi-cloud (AWS, Azure — public, private, hybrid) transformations; driving end-to-end application modernisation through microservices design, cloud-native migration (Kubernetes, Serverless), and SRE-led operational excellence — consistently delivering scalable, secure, and resilient digital ecosystems.
- **Solutioning and pre-sales engagements:** Driving customer value proposition and strategies by building comprehensive technology solutions, responding to RFPs, and creating GTM material including service offerings, Case Studies, Frameworks

Architecture Governance, Optimization & Operational Excellence:

- **Architecture Governance & Compliance:** Implementing and enforcing robust governance frameworks and ensuring stringent compliance (GDPR, IATA, CAA & EASA standards, FedRAMP, HIPAA, PCI-DSS, SOC2, Solvency II)
- **FinOps & Cost Optimization:** Driving enterprise-wide cloud financial management, optimizing Total Cost of Ownership (TCO), considering efficient Return on capital invested (ROCI)

Domain Expertise:

- Worked with **Travel & Hospitality** industry clients while consulting for digital transformation for existing **airlines, rail and cruise line products** with understanding of **Flight Operating System (FOS) – airline operations**
- Exposure to **airline industry PSS architecture and NDC (New Distribution Capability)** modern ticketing and offer management standards.
- Along with other domains I worked extensively with **insurance and financial services** customers, architecting secure, compliant and highly available systems adhering to stringent industry regulations including Lloyds of London Market.

Key Technologies & Platforms:

- **EA Tooling & Frameworks:** **LeanIX, TOGAF 10.0**, Cloud Adoption Framework (CAF), & Well-Architected Framework (WAF) along with good understanding of COBIT, Zachman framework and SAP S4 familiarity
- **Cloud, Infrastructure & AI:** Microsoft Azure, AWS (Public / Private / Hybrid); DevSecOps, IaC (Terraform), Kubernetes, GenAI & AgenticAI (Copilot, Claude, MCP Servers), AIOps

Team Leadership & Capability Development:

- Building, mentoring, and developing high-performance EA and Cloud Computing Practice across global engagements; creating reusable architecture assets, blueprints, and accelerators to build organisational capability and consulting practice value.
- A proven track record of mentoring 100+ EA & engineers and delivering digital capability building sessions to 1000+ colleagues across Cloud Computing, DevOps, and Enterprise Architecture disciplines.

Work Experience

Enterprise Architect – Technical Strategy & Advisory | Digital Transformation
Coforge Limited

July 2025 – Present

- **Multi-Client Portfolio & EA Engagements:** Lead EA engagements across global clients in Insurance, Travel & Hospitality including airline PSS modernisation, NDC distribution architecture, and cruise line digital transformation. Define target-state architectures, multi-year roadmaps, investment case development and Enterprise Architecture governance.
- **Value Realisation & Commercial Advisory:** Conduct BDAT gap analysis; build investment-grade value cases identifying value levers — cost reduction, technical debt, platform consolidation, and new digital capabilities. Delivered **Capital Lightning programme - 25–30% cost optimisation and measurable efficiency gains**. Advise C-suite on architecture trade-offs ensuring technology investments deliver measurable business outcomes.
- **Consulting & Business Development:** Drive pre-sales and RFP responses; develop reusable GTM service offerings, architecture blueprints and accelerators as consulting practice assets — acting as techno-business specialist across cross-domain teams
- **Stakeholder management & Capability building:** Building relationship with internal and external senior stakeholders and seen as a trusted advisor. Lead and mentor EA teams; establish architecture governance, operating models, and maturity improvement roadmaps.

Enterprise Architect | Director - Digital Transformation | Cloud Adoption
Incedo Inc.

July 2022 – June 2025

- **Transformation Programme Leadership:** Led large-scale digital transformation programmes for Global Financial Services and Travel & hospitality clients — building value cases, identifying cost reduction and modernization opportunities.

- **Architecture Advisory & Decision Governance:** Trusted architecture advisor to C-suite and product owners - platform assessments, POC development, and architectural decision-making across business, technology, and third-party vendor teams
- **AI Adoption & Practice Building:** Co-led organisation-wide AI-driven transformation programme — strategic AI integration, Responsible AI practices, and AI aptitude development across the organisation — delivering measurable business outcomes and faster time-to-market
- **Operating Model Framework:** Designed and implemented an integrated organisational lifecycle framework — identified through deep gap analysis — driving up to 25% operational optimisation and faster go-to-market.

Senior Solutions Architect | Cloud Capability Leader | Digital Transformation

December 2016 – July 2022

DXC Technology - engaged via Mphasis UK Limited – Newcastle Upon Tyne (UK), Germany, India

- Deputed to **DXC Technology's Digital Transformation Centre in Newcastle, UK** - embedded within a global enterprise technology environment delivering architecture advisory for cloud-native modernization and digital transformation across global clients.
- **Multi-Domain Enterprise Architecture & Modernisation:** Designed and delivered enterprise architecture spans across Business, Data, Application and Technology domains for global UK and European clients — translating complex requirements into scalable, cloud-native solutions; led application portfolio assessments, cloud assessment/migration frameworks, and POC/POV/MVP validations producing winning RFP solutions for enterprise-scale transformation challenges.
- **Value Realisation & Cost Optimisation:** Identified and delivered value levers across client engagements - platform consolidation, technical debt reduction, cloud adoption, and operational efficiency improvements - driving measurable business outcomes within regulated UK and EU financial services environments.
- **Client Engagement & Business Growth:** Managed key client relationships as Single Point of Contact; cultivated trusted senior stakeholder partnerships across DXC UK and client organisations — contributing to significant account growth through advisory-led consulting, innovative solution design, and cross-functional collaboration.

Senior Technology Consultant

January 2015 – December 2016

Revionics Inc. – engaged via Agreeya Solutions

- **Cloud & DevOps Engineering, Retail Platform Architecture:** defined infrastructure architecture design and DevSecOps principles, end-to-end cloud and container implementations (AWS, Docker) for a high available and scalable platform - built to handle data volume and for serving retail customers who leverage data to drive pricing strategies across thousands of stores.

Senior System Integration Engineer | SME Cloud Computing

March 2012 – January 2015

Wipro Limited

- Designed hybrid cloud architectures (Eucalyptus + AWS) for e-governance programmes; led end-to-end AWS application management with 99.99% uptime SLA delivery.

Early Career - SME Cloud Computing | High Performance Computing (HPC) (June 2006 – July 2007), (January 2010 – March 2012)

- Private and hybrid cloud infrastructure design, architecting high-availability, auto-scalable environments (Eucalyptus, AWS), delivering High Performance Computing solutions leveraging GPU-accelerated computing (NVIDIA/CUDA), and establishing IaaS management and automation practices.

Education

- **Senior Leadership Program at Indian Institute of Management (IIM) Lucknow, India. (2024-2025)**
- **Masters in computer applications (MCA), YMCA University (2007-2010)**