SHIV SHANKAR SINGH

SENIOR MANAGER, SOLUTIONS ENGINEERING

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PROFESSIONAL SUMMARY

Solutions Engineering Leader and Enterprise Architect with 13 years of experience driving SaaS transformations across Financial Services, spanning Life & Annuities, Group Benefits, P&C, and Capital Markets. Proven player-coach who has mentored technical teams while influencing, supporting, and originating $30M+ in enterprise software revenue, including $18.7M+ in the first 14 months at Salesforce. Deep technical expertise uniting Agentic AI orchestration, complex data assets (MuleSoft, Data Cloud), and industry-specific core platforms (Salesforce Industries, Vlocity). Adept at guiding C-suite technical strategy, leading cross-functional presales pods, and delivering executable architectural blueprints that accelerate time-to-value.

CORE COMPETENCIES

SOLUTIONS LEADERSHIP

- Pre-Sales Engineering Leadership
- Player-Coach Team Management
- Executive Discovery & C-Suite Advisory
- RFP & Proposal Orchestration
- Value Engineering & Business Cases
- PoC & Prototype Delivery

PLATFORMS & ARCHITECTURE

- Salesforce FSC, Sales & Service Cloud
- Salesforce Industries (Vlocity), OmniStudio
- Agentforce & Agentic AI Orchestration
- Data Cloud & Canonical Data Models
- MuleSoft & API-led Integrations
- ACORD & FIBO Standards
- Model Context Protocol (MCP)
- Microservices & Mainframe Modernization

DOMAIN EXPERTISE

- Life & Annuities, Group Benefits
- Policy Admin & Underwriting Automation
- Rating, Quoting & Claims Management
- Alternative Investments
- Wealth & Asset Management
- Retail Banking

PROFESSIONAL EXPERIENCE

Connectd

10/2025 - Present

Strategic Advisor, Enterprise AI & SaaS GTM (Independent) · U.K. (Remote)

- **AI Strategy & Governance:** Advise scaling technology businesses on Agentic AI integration, enterprise architecture, and AI governance models.
- **Go-to-Market:** Partner with startup leadership to structure enterprise SaaS product roadmaps, pricing models, and compliance readiness to accelerate penetration into mid-market and enterprise segments.

Mphasis Silverline

09/2024 - 08/2025

Director / Senior Presales Lead, Financial Services · New York, NY

- **Team Leadership & Revenue Impact:** Carried a $3.4M first-year quota as a player-coach to a team of 5 direct reports (Solution Architects and Business Analysts). Originated $6.3M in first-year revenue across go-to-market, co-selling, and value engineering efforts.
- **Agentic AI & Data GTM:** Led Agentforce and Data Cloud solutioning across the insurance portfolio; co-authored the firm's Agentic AI Readiness framework for enterprise clients.
- **Complex Bid Execution:** Directed a 7-person managed-services presales pod responding to a top-tier U.S. asset manager's RFP, successfully positioning agentic AI accelerators to deliver guaranteed year-over-year efficiency gains.
- **Enterprise Delivery Orchestration:** Embedded at a U.S. insurance carrier as a Forward-Deployed Product Owner. Guided 4 client-side product owners in executing a multi-cloud policy administration modernization and contact center overhaul.
- **Alternative Investments:** Architected a bespoke alternative-investments platform for a U.S. life & retirement carrier, enabling marketing, capital formation, and execution across an international real estate debt/equity portfolio.

Salesforce
04/2021 - 09/2024

Principal Solutions Engineer, Insurance & Financial Services · New York, NY & London, U.K.

- **Presales Excellence:** Influenced and supported $18.7M+ in enterprise software revenue across 70+ opportunities in the first 14 months through executive discovery and solution-led selling. Added a further £5.9M+ during a strategic EMEA rotation leading U.K. and European customer pursuits.
- **Architecture Advisory:** Led technical advisory for a Fortune-100 life & annuities carrier. Engineered intent-scoped APIs for real-time retrieval of rapidly changing data assets - APIs that natively double as contracts for agentic AI orchestration.
- **High-Stakes Pursuits:** Served as lead architect on multi-million-dollar deals, winning a quote-to-bind system for a major U.S. credit union, a sales/underwriting platform for a top Canadian life insurer, and a custom solution for a Bermuda-based insurer of high-net-worth clients.
- **Product Innovation:** Led a comparative-rating software build, forging a repeatable sales framework for a multi-carrier quoting prototype. Demonstrated across the personal lines customer base and brought into the official product roadmap.

New York Life Insurance Company
06/2019 - 04/2021

Lead Solutions Architect · New York, NY

- **Platform Modernization:** Led the ground-up technical architecture for a 900-user service organization modernization and a 14,000-user agency sales platform, spanning life, annuities, and group benefits.
- **System Orchestration:** Directed the composition of 7 core back-end systems (including legacy mainframe PAS) into a unified, transactional agent view utilizing real-time MuleSoft API pipelines.
- **Center of Excellence:** Established and scaled the firm's insurance industry-platform CoE. Designed multi-layer security, data, and compliance frameworks to govern internal/external systems integrations.

Deloitte Digital
07/2013 - 06/2019

Senior Consultant / Solution Architect · New York, NY

- **Practice Development:** Key contributor to Deloitte's early insurance industry-platform capability, delivering complex Vlocity (Salesforce Industries) implementations and creating developer enablement paths.
- **Client Delivery:** Moved 2,800+ users at a major U.S. health insurer onto an upgraded UI and built a mobile application that reduced manual processing errors by roughly 70%.
- **Sales Strategy:** Anchored strategic pursuits as a domain specialist via executive workshops and PoC builds; authored a Siebel-to-Salesforce migration toolkit that accelerated delivery timelines.

APPLIED AI RESEARCH & THOUGHT LEADERSHIP

The Constraint Premium - Independent Thesis on AI Orchestration
2026

- **Strategic AI Framework:** Authored a 13-page architectural thesis and three-page brief (available on request at shivshankarsingh.com/research) analyzing the commoditization of AI inference and its impact on enterprise software.
- **Enterprise Application:** Proposed enterprise-grade metrics for unattributed context costs, arguing that durable value in SaaS transitions to the governed execution layer (audit trails, API contracts) rather than raw generation. Actively leverage this framework to assess enterprise AI readiness.

EDUCATION & CREDENTIALS

Education: B.Tech, Electronics & Communication Engineering - National Institute of Technology (NIT) Calicut, India (2013)

Certifications: Salesforce Certified Agentforce Specialist | Insurance Core Platform (Vlocity): Insurance Quoting Developer v4.0, Platform Developer, UI/UX Designer

Industry Credentials: LOMA / LIMRA: FLMI (Fellow, Life Management Institute pathway) - Level I in progress (target 12/2026)