

ANSHUL SHARMA

API MANAGEMENT ENGINEER | AI-AUGMENTED PLATFORM ARCHITECT

CONTACT

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SKILLS

API & Integration

- Apigee X, Apigee Hybrid
- Boomi, REST, SOAP, OpenAPI

AI & Agents

- Multi-agent LLM pipelines
- Vertex AI / Gemini
- Deterministic tool routing

Cloud & Runtime

- GCP, Cloud Run
- BigQuery, Serverless

Security

- OAuth 2.0, JWT, SAML
- X.509 mTLS
- API Threat Modeling

IaC & Ops

- Terraform, GitLab CI/CD
- GitOps, Load Balancing

CERTIFICATES

AWS Solutions Architect Associate
Boomi Architect
Boomi Flow

EDUCATION

BTECH, CSE
GITAM University
2013 – 2017

PROFILE

API Management Engineer with 8+ years designing, securing, and scaling enterprise-grade API platforms on Apigee X and Hybrid. Over the past two years, has extended that governed platform foundation with production multi-agent AI systems — natural-language ITSM and observability agents, self-service quota and developer-portal automation — built on a consistent discipline of using LLMs for understanding and narration while keeping data execution deterministic. Combines deep API security/governance expertise with hands-on GCP, BigQuery, and LLM orchestration experience.

EXPERIENCE

Systems Engineer — *AutoZone*

Jan 2024 – Present

- Architected and modernized the enterprise API platform (Layer7 → Apigee X migration), governing 389+ API proxies across 14 business domains with OAuth 2.0, JWT, and gateway-level security controls.
- Consolidated 14 business-domain Apigee environments into 5, cutting environment sprawl and reducing annual Apigee licensing costs by ~20%.
- Optimized Apigee gateway logging payload size across a platform handling 5B+ API requests per week, saving \$30K+ annually in logging costs.
- Led design and delivery of the Enterprise API Developer Portal (Drupal/PHP/Symfony), converting proxy, app, and SSO client requests into auto-provisioned infrastructure via GitLab merge requests and CI/CD — quadrupling developer self-service throughput from 1 to 4 requests per developer per day, while cutting annual hosting/compute costs by \$20K+.
- Architected and delivered the Conversational ITSM Intelligence Agent: a multi-agent pipeline (Router → Understanding → Generation → Review) over BigQuery that answers incident/change/problem questions in plain English, with query execution kept in deterministic Python so LLMs never touch raw data directly.
- Cut ITSM reporting time from 1.5–2 days to under 2 hours and automated root-cause analysis (5 Whys, change-caused-incident detection); introduced a self-service CR scoring and update module for developers that eliminated the 4–6 hour change-request validation back-and-forth, leaving only a final approval step.
- Architected and delivered the Apigee AI Observability Agent, a two-phase system pairing LLM intent detection with 20+ deterministic Python query tools, giving engineers self-service, natural-language troubleshooting of gateway errors, latency, and incident root cause.
- Designed and delivered the Apigee Accelerator, a Flask/Cloud Run dashboard integrating the Apigee Management API and GitLab for governed, self-service quota changes with tiered limits, full audit trail, and automatic expiry of temporary grants.
- Designed and delivered an AI Crowdsourcing Platform (React, REST, SQL) enabling business teams to post AI project ideas and employees to pick up tasks, with gamified recognition, a four-role governance model, and a full audit trail.

Consultant — *Deloitte*

Apr 2021 – Jan 2024

- Led design and delivery of the Global Enterprise Integration Fabric: a hub-and-spoke architecture (Boomi for transformation, Apigee for governance) connecting SAP SuccessFactors, S/4HANA, and Salesforce across global subsidiaries via event-driven pub/sub and X.509 mutual-auth — reducing vendor onboarding time by 40% and ensuring 100% data consistency across HR registries.
- Redesigned API gateway logging strategy for a global e-commerce client, reducing logging footprint costs by \$60K+ annually.
- Architected API-first and event-driven integration patterns across ERP, HR, and SaaS systems for multiple clients in healthcare and finance.
- Implemented secure API gateways using OAuth 2.0, JWT, SAML assertions, and certificate-based authentication; acted as technical lead and mentor to a team of 6 junior developers, establishing integration standards and API governance models.

Software Engineer — *Allianz Technology*

Dec 2017 – Dec 2019

- Developed and supported enterprise integrations for large-scale HR transformation programs (SAP SuccessFactors ↔ SAP HCM, ADP, Ultipro) using Dell Boomi.
- Designed secure integrations using OAuth 2.0, X.509 certificates, and encryption standards; collaborated with global stakeholders on data mappings, integration schedules, and error handling