

Job Title: Solution Architect

(AI/ML & Cloud)

Overview

We are seeking a Solution Architect with strong hands-on expertise in AI/ML, Big Data, and Cloud-native architectures to design and implement scalable enterprise-grade solutions. The role demands a balance of deep technical proficiency and strong stakeholder management, with exposure to cutting-edge AI platforms and enterprise CRM integrations.

Responsibilities

- Design and Architect scalable AI/ML and data-driven solutions on cloud or Kubernetes (on-prem and cloud).
- Build pipeline architecture for data processing, deployment, and model delivery.
- Manage stakeholders across business and operations to ensure alignment with solution objectives.
- Collaborate with IT teams to integrate enterprise applications into the solution ecosystem.
- Work closely with developers to operationalize solutions and ensure successful deployment.
- Support multiple concurrent projects with varying business use cases and technical demands.

Provide solution support for use cases including:

- Case routing and knowledge retrieval
- Agentic AI use cases (auto-actioning on cases, troubleshooting assistant)
- CRM-driven use cases such as query resolution and customer interaction assistance.

Required Skills & Experience

- 8+ years of experience as a Solution Architect or Technical Architect.
- Mandatory Skills:
 - PCAI / NVIDIA AI Enterprise experience (6+ months)
 - AI/ML Engineering (4+ years)
 - Kubernetes (4+ years)
 - Big Data & Distributed Computing (4+ years)
 - Architecting scalable cloud solutions (4+ years)

Preferred Skills

- Salesforce (SFDC) or ServiceNow understanding (SFDC preferred).
- Hands-on experience with Salesforce Service Cloud or ticketing systems.
- Experience supporting CRM and AI-based automation use cases.

Certifications (Preferred)

- NVIDIA AI Certification (highly desirable).
- Cloud Certifications (AWS / Azure).

Key Attributes

- Strong problem-solving and solutioning mindset.
- Excellent communication and stakeholder management skills.
- Ability to manage end-to-end delivery across multiple projects.