Sarfaraz Shaikh

SAP Incentive Management Architect · Data Engineer · Generative & Agentic AI Builder
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PROFESSIONAL SUMMARY

- Technical Lead and certified SAP Incentive Management specialist with 9+ years of experience in data integration, configuration changes, and end-to-end incentive architecture design.
- Proficient in Oracle PL/SQL, SAP HANA, UNIX Shell Scripting, and building scalable data pipelines.
- Delivered two major migrations: legacy on-premises systems to cloud-based SAP platforms, and Oracle-based SAP (Callidus) Commissions to SAP (HANA) Incentive Management.
- Builder in Generative AI and Agentic AI — RAG/CAG, MCP, A2A, and reusable agents and skills — applied to enterprise compensation and data workloads.
- Proven leadership managing offshore teams for managed services, operations, and enhancement projects with consistent delivery excellence.
- Contributed to RFP, RFI, and EFP solutions and proofs-of-concept for modernization; developed reusable tools that improve efficiency and delivery scalability across accounts.
- Strong mentoring and leadership: training, coaching, and knowledge transitions; leads cross-functional teams with business and IT stakeholders across the full SDLC.
- Domain expertise across Insurance, Telecommunications, and Electrification.

CORE COMPETENCIES

- SAP Incentive Management / Callidus Commissions
- Oracle PL/SQL & Database Architecture
- SAP Advanced Workflow & Reporting
- Data Pipelines & Data Integration
- Offshore Team Leadership & Delivery Governance
- Groovy Scripting & Shell Automation
- Generative AI & Agentic AI Solutions
- SAP HANA & In-Memory Analytics
- SAP Business Data Cloud, Datasphere
- SAP Joule Studio & Copilot Studio
- Migration & Modernization (RFP / RFI / POC)
- MCP, A2A, RAG, CAG

AI, GENERATIVE AI & AGENTIC SYSTEMS

I work at the intersection of enterprise SAP data and AI: understanding how the models, protocols and governance layers fit together, and building agents that business teams can actually trust in production-style workflows.

What I know

- Generative AI foundations: prompt engineering, RAG (retrieval-augmented generation) and CAG (cache-augmented generation) over governed enterprise data.
- Agentic AI architecture: agents with tools, guardrails, intent summaries, mock-data testing, observability and human-in-the-loop oversight; autonomous vs conversational agents.
- Open agent standards: MCP (Model Context Protocol) for agent-to-tool/data connectivity and A2A for agent-to-agent communication; agent governance at scale (e.g. SAP AI Agent Hub).
- SAP AI stack: SAP Generative AI Hub / AI Core, Joule and Joule Studio, SAP Business Data Cloud, SAP Datasphere and SAP Databricks.
- Platforms and models: Microsoft Copilot Studio, Claude, Gemini, and Groq-hosted open models.
- AI-assisted development: agent-driven, spec-driven and intent-based development with Claude Code, Gemini CLI and GitHub Copilot CLI.

What I do

- Build reusable AI agents and skills for repeatable engineering tasks — used on the Nationwide agreement-letter generation project to deliver 22% faster time to market and about 1,000 person-hours of modelled capacity.
- Designed and shipped SAP IM Expert, a Copilot Studio agent grounded on SAP Incentive Management knowledge that explains commission outcomes in plain language.
- Built a full MCP stack from scratch — a TypeScript MCP server exposing 18 Supabase tools plus a web client with Claude chat and MCP Inspector.
- Run a live Groq-powered AI assistant and dynamic PDF CV generator on sarfaraz.pro, with serverless functions and Supabase analytics.

- Enable teams on AI: cross-skilling, subject-matter guidance for developers, and practical governance (scope, permissions, change control, monitoring).

PROFESSIONAL EXPERIENCE

Consultant — Software Engineer · Nationwide
Hyderabad, India · Aug 2026 – Present

- Led the development of SAP capabilities for the STS Agency Compensation Team at Nationwide India Office (NIO), enabling cross-skilling, AI enablement and delivery of SAP Incentive Management operations and enhancements.
- Delivered the agreement letter generation project with the NIO team, achieving 22% faster time to market and saving approximately 1,000 person-hours of modelled capacity by developing and using reusable AI agents and skills for repeatable tasks and providing subject-matter expertise to developers.

Manager — Projects · Cognizant
Hyderabad, India · Jan 2026 – Aug 2026

- Led an offshore team of six engineers delivering SAP Incentive Management operations and enhancements.
- Served as an SAP Advanced Workflow and reporting developer.
- Led offshore BOTT teams across the DOTS and STS business groups, ensuring smooth operations, timely status reporting, and effective escalation management.

Technology Lead · Tata Consultancy Services (TCS)
Pune, India · Mar 2022 – Dec 2025

- Led an offshore team of seven engineers to deliver SAP Incentive Management operations and enhancements with 99% SLA compliance, supported by structured client communication across daily, weekly and monthly governance cycles.
- Designed and automated PL/SQL, SAP HANA, and Unix-based workflows, improving processing performance by 30%, enhancing payout accuracy for 10,000+ agents, and eliminating ~8 weeks of manual effort annually.

Technology Analyst · Infosys Limited
Pune, India · Dec 2017 – Mar 2022

- Delivered end-to-end SAP Incentive Management (Callidus) enhancements across design, development, testing, deployment, and production support, while optimizing Oracle PL/SQL and automating Unix-based operations to improve reporting performance by 25% and reduce processing time by 20%.
- Led and mentored a three-member development team, improving delivery quality and reducing rework by 20%, while maintaining 99% uptime through effective issue resolution, RCA, and production support.

Visiting Faculty · VJTI Mumbai
Mumbai, India · Jul 2017 – Dec 2017

- Taught undergraduate electrical engineering modules at one of India's premier technical institutions.

KEY PROJECTS & OPEN SOURCE

SAP IM Expert Assistant
Microsoft Copilot Studio · RAG · SAP Incentive Management knowledge
Generative AI agent that explains commission calculation outcomes in plain English — tracing rule chains, crediting logic, and period-end adjustments. Helped prepare for three SAP certifications.

MCP Client + Server for Supabase (Open Source)
TypeScript · MCP SDK · Claude API · Supabase · Express.js · github.com/smsarfaraj/mcp-server-supabase, mcp-client
Full Model Context Protocol stack built from scratch: a TypeScript MCP server exposing 18 Supabase tools (DB, Auth, Storage) and a web client with Claude AI chat and a direct MCP Inspector. Demonstrates the full agentic loop — tool discovery, tool_use blocks, and result synthesis.

sarfaraz.pro — Personal Reference Site
Vanilla HTML/CSS/JS · Netlify Functions · Supabase · Groq AI · PDFKit · github.com/smsarfaraj/my-portfolio-sarfaraz-pro
Personal brand and SAP IM reference site: AI assistant, dynamic PDF CV, 200+ interview questions, practitioner articles and build stories. Built with 90% AI assistance as a build-in-public project.

In-Hand Salary Calculator (in-hand-salary.com)
React · Netlify · 90% AI-assisted build · github.com/smsarfaraj/my-app--in-hand-salary
Real-time Indian take-home salary calculator handling new and old tax regimes, EPF, professional tax, and HRA exemptions.

CERTIFICATIONS

- SAP Certified — Joule Studio Developer — SAP · 2026
- SAP Certified Associate — Generative AI Developer — SAP · Nov 2025
- Claude Certified Architect — Foundations — Anthropic · 2026
- SAP Certified Associate — SAP Business Data Cloud — SAP · Nov 2025
- SAP Certified — Incentive Management & Embedded Analytics — SAP · Oct 2025
- Databricks Fundamentals / Generative AI / AI Agents — Databricks · Nov 2025
- Microsoft Applied Skills — Autonomous Agents (Copilot Studio) — Microsoft · Jan 2026
- Microsoft Applied Skills — Create Agents in Copilot Studio — Microsoft · Jan 2026
- CallidusCloud Commissions Specialist — SAP · Prior
- Prompt Engineering Bootcamp — Independent · Aug 2023

EDUCATION

Master of Technology (M.Tech) — Power Systems
VJTI / University of Mumbai, Maharashtra, India · Aug 2015 – Jul 2017
GPA 8.61 / 10

Bachelor of Engineering (B.E.) — Electrical Engineering
Dr. Babasaheb Ambedkar Marathwada University, Aurangabad, India · Aug 2010 – Aug 2014
70.13%

TECHNICAL TOOLKIT

Languages: Groovy · SQL / PL-SQL · Shell / Bash · Python · TypeScript

Tools: Toad for Oracle · SQL Developer · DBeaver · SAP WebIDE · SAP HANA Database Explorer & Studio · PuTTY · WinSCP · CLI tools · Postman

Platforms: SAP Business Data Cloud · SAP Analytics Cloud · SAP Datasphere · SAP Generative AI Hub · Joule Studio · Copilot Studio

AI tooling: Claude Code · Gemini CLI · GitHub Copilot CLI · Claude · Groq · MCP · A2A

References available on request · Full portfolio & articles at sarfaraz.pro