

## Profile Summary

- 23+ years of high impact leadership & strategic experience with proven qualification in successfully identifying and capitalizing the AI and Automation opportunities to achieve business benefits.
- Experience in Driving the AI, Data and Automation initiatives from Practices, CoE, Product and Projects, which includes Capabilities and Service offerings, Advisory, RFP/RFQ, Due-diligence & Assessments, Identifying & Evaluating opportunities, Business case & ROI, Big picture, Vision, PoV, Solutions, Architecture, Technical Leadership, Identifies & resolves business problems, On-site & Offshore model, Influence leaders, Engagement, Support for decisions, Project and People management, Risk, Reporting, Communication, stakeholders management, Managing vendors, Alliances and partners
- Managing the AI, Data and Automation projects, which includes Strategy, Roadmap, Building Culture, solving complex problems, Solutions, Architecture, Setting-up AI Lab, Technical evaluation, Alliances, Design, Developing Algorithm using different techniques like Deep Learning, Supervised, Unsupervised Learning, Regression and Reinforcement models, Neural Networks (CNN / RNN), Train / Re-train models with fine tuning.
- Generative AI Development Life Cycle - Choose and define the use cases, selecting right LLM models, pre-train, Adopt & Align model – Prompt Engineering, Fine-tuning, align with human feedback, Evaluate, Optimize & Deploy model for inference, Integration with 3rd party API and Augment model
- Experience in Gen AI Techniques & methods - Prompting and Prompt Engineering, Pre-Training for domain adoption, in-context learning (ICL), Fine tuning – Single / Multi task training, PEFT, LoRA, Reinforcement Learning (RLHF), KPI, Metrics – Rouge and BLEU score
- Worked with different LLM Models – GPT, LLaMA, BLOOM, BERT, FLAN-T5, PaLM, Meta, Google Gen AI Studio.
- Hands-on experience in AI/ML/Cloud Tools ( AWS Sage Maker, Tensor flow, PyTorch, Google Gen AI Studio, ChatGPT, Brad AI, MS Azure), MLOps / AIOps (cnvrg, domino, mlflow), RPA / Automation (Appian, Pega, AA, UI Path), Big Data, Python, R, Java JS, Type JS, Full stack, No SQL, API, QA & Automation, Docker and Kubernetes
- Experience in various software development methodologies like V-Model, Agile, DevOps, Six Sigma, Lean, ITIL
- Worked in USA, Australia, NZ, Singapore, Dubai, UK & EU

## Key Competencies

- Head of AI & Automation, Generative AI, Practices, CoE
- Capability building, Service Offering, RFP, RFQ, Soln
- Strategy, Vision, Roadmap, Advisory, Consulting, Solns
- Gen AI SDLC – Selecting Usecases, LLM, AIOps, MLOps
- Train, Fine tune, Learn, Prompt Engg, Domain adoption
- RLHF (Human feedback), PEFT, LoRA, Responsible AI
- Process Re-engineering, Optimization, Process mining
- Chat GPT, Generative AI, RPA, Cloud, Chatbot, BPM
- Plan, Cost, Schedule, Control, Tracking, P&L, QA
- Ethics, Compliance, Stakeholder management, Reports

## Educational Qualification

- MBA – (Finance, Strategy) -Washington University in St. Louis, USA (Olin B-School) – Top Ranked holder
- Bachelor of Engineering (B.E – Electrical & Electronics) – First Class
- Certified “Artificial Intelligence/ML and Strategy professional” - MIT Sloan B-School, USA
- Certified Google Cloud – Generative AI Studio and Fundamentals by Google Cloud, USA
- Certified Generative AI with Large language models by Coursera, USA
- Certified “AI, Machine Learning, Deep Learning, Predictive Analytics” Developer by NVIDIA, USA

## Key Achievements

- AI/ ML Based “Auto Cheque Clearing” project was shortlisted by Gartner’s Global innovation award.
- Achieved 98% Straight Through Processing (STP) on the customer onboarding & 60% in B2B account processes by driving org-wide STP initiatives with an innovate digital in – digital out framework.
- Delivered 35% cost reduction and 30% productivity gain by introducing new services offerings and products and 14% headcount reduction completed.
- Reduced 30% to 50% of back-office FTEs by implementing an industry first Advanced Analytics-led, Artificial Intelligence-enabled operations transformation that eliminated manual processing.
- Scaled up the AI & Automation / ChatBOT/ Low Code / Hyper Automation Centre of Excellence significantly to build AI/ ML KPIs that measure key outcomes from bank-wide initiatives.
- Incubated 3 Insurtech to build a center of excellence for Data, Gen AI, AI & Robotics – several industry first at-scale solutions in Policy, Payments, Investigations, B2B, NBA, Compliance, Document Checking and Factoring.
- Received special award from CxO, MD and Board for developing AI & Automation Strategy - AIB Bank UK

## Professional Experiences

### Head of Generative AI and Emerging Tech

Duration: Jan'23 – Till

Organization: Gen S4 AI Technologies Ltd (Start-up: Gen AI – Consulting & Product Dev)

### SVP, Head - AI & Automation

Duration: Jan'20 – Dec'22

Organization: SCADEA Software Solutions Ltd, London, UK (Start-up)

Client: Citibank, USA and Confidential UK Pharma & Healthcare

- Introduced AI & Automation Capability building, Service offerings, Process discovery, FW, Reusable assets
- Involved in Requirement Analysis, Design, Blueprint. Develop standards, Solutions, Architecture, HLD, LLD, ensuring Code review, approval, Change management and system enhancement.
- Established Gen AI CoE Lab, Problem Solving Prospective, Value creation, developing PoV, Prototype, Design, Solutions for pain points, developing key differentiators, Accelerators, Framework, Reusable components, Libraries, A/B testing and Training.
- Managed Projects, implementing best practices, performance, fine tuning, Change Control & release
- Experience in developing Machine learning algorithms and model for solving complex problems using different techniques like Deep Learning, Supervised / Unsupervised Learning, Clustering, Regression and Reinforcement
- Train and retrain the model with fine tuning to achieve the accuracy.
- Implementation Agile / DevOps model – Epics / Features / Users Stories and prioritizing of FRD, TDD & BDD
- Managing functional and non-functional aspects of projects (security, audit, performance, load, stress, volume)
- Sprint planning, team & vendor management, managing products worth of multi m\$ (including support)
- Developed Governance model, Error Handling, exceptional handling for implementation and support.
- Reporting - Dashboard (against KPI), Metrics and measurements, Monitoring the end –to end process / systems / Business and business transformation.
- Involved in stakeholder management, communication, reporting, technical advisor, mentors, Risk assessment.
- Implementing framework, governance, reusable components, error/ exceptional handling, Reporting, Auditing, Administration, and monitoring. Worked on number of licenses, hardware, Infra, software, Capacity planning.

**EUC Remediation – Global Implementation for CITIBANK, USA:** The program is built for Finance and Risk Shared Services (FRSS) global team to automate thousands of manual processes that are required to complete as part of month-end close process. Applications will be integrated with numerous finance applications to send and receive data. The key functional area of automation includes month-end processing adjustment U.S. GAAP, tax adjustments, suspense clearing, custody fees, P&L attributions, Accounting, Analytics, profitability, Accrued expense adjustments, Regulatory reporting, and Taxation.

### SVP, Center Head, Head - AI & Intelligent Process Automation

Duration: Jan'18 – Jun'19

Organization: Mashreq Bank, India, Dubai and London, UK (India Center Head – Delivery & Ops)

#### **Dexter – AI based Auto Cheque Clearing (Gartner Innovation award winning product)**

The AI-based Dexter Product to significantly speed up cheque processing while reducing errors and ditching fraud attempts. It is an AI-based vision bot, which uses unsupervised machine learning algorithms for signature verification, handwriting pattern recognition, and fraud prevention.

#### **Filflan – AI based Trade Automation Platform**

Filflan is used to extract values and advise us to take decision in the Trade dealings. It is based on AI ML models with Bigdata analytics and helps to automate in 20 minutes, where it was done manually for 7 to 10 days before.

**Command Center – AI based e2e Bot monitoring Platform:** Provides platform e2e services to enterprise level automation, to overcome the challenges and scale up, leveraging Command Center Insights platform, which provides features like Project portfolio management, BOT command center, Process discovery, Predictive analytics, Decision Management, Monitoring, Self-healing and Remediations.

### Sr. Manager – BPM, AI & Automation

Duration: Jan'17 – Dec'17

Organization: PWC Singapore - SEAC

### Director and Head of Digital Transformation

Duration: Mar'15 - Jan'17

Organization: Mindtree Technologies Ltd, USA & India

## **Delivery Manager at Australia & New Zealand**

**Duration: Sep'07 – Mar'15**

**Client: Takeda, BHP Billiton, Aurora Energy – Australia, Zurich (EU)**

**Project: Digital eCommerce Project / Content Management / Zurich Financials**

**Role: Delivery Manager – Business Transformation**

## **Software Development Manager at UK & USA**

**Duration: May'00 – Aug'07**

**Organization: ITC Infotech Ltd, Milton Keynes, UK**

**Clients: Abbey International Bank - Milton Keynes / TIBCO Staffware BPM, Swindon, UK**

**Project: DWH – Prism Reporting & Analytics / Claims Management Framework 2.0**

**Role: Sr. Project Manager – BPM & SAP**

**Organization: iCelerate Technologies (e4e)/ Planetasia, Bangalore, India**

**Duration: May'00 to Apr'04**

**Projects: Business Objects (BO) – Product Development / Quick Adapter for Healthcare Industries–HIPAA**

**Client: Business Objects | Paris | Europe / iCelerate Inc & Webmethods Inc | SC | USA**

## **Thought Leadership**

- Speaker on “DevSecOps process in Gen AI Projects” at UK National AI DevOps Conference'23, UK (Upcoming)
- Speaker and Panelist at Global Fintech'22 Event on “The Future of Money: CBDC” by Government of India
- Speaker on “DevSecOps Platform” at UK National AI DevOps Conference'22, London Heathrow, UK
- Speaker at "Unicom EXPO 2022: Test Expo, Agile & Dev Ops Expo and Low Code Expo", London UK
- Speaker at "DevOps: The Future of Enterprise-Critical Projects." BrightTalk, DevOps Institute
- Speaker "Embracing Digital Transformation for Banking and Financial Institutions" at World Conference Next Generation Testing – Global International conference' 2021
- Speaker at Agile, DevOps & Testing: New Directions in Methods and Tools
- Speaker at – SAP TechEd conference on “Bottom-Up approach to Business Process Management (ARIS BPM)”
- Speaker and published an article on “ .Net testing Framework using MS VSTS “ – Received first prize
- Speaker at World Classical Tamil Conference 2010 - Solar Power Plant and Advisor to Govt of India

## **Certifications and Trainings**

- Certified PRINCE2- Project Management Professional - by APM Group, UK
- Certified Scrum Product Owner (CSPO) Professional by Scrum Alliance, USA
- Certified BPM Consultant - Pega PRPC, Appian BPM Level 1 & 2, IBM BPM (Low code / No-code automation)
- Certified Advanced Robotics Process Automation Solution Consultant- by Automation Anywhere, USA
- Certified and trained development consultant on Blue prism, UI-Path, Pega Robotics and MS -Power Platform
- Certified Microsoft Azure Certified Cloud Foundation & DevOps Professional – by Microsoft, USA
- Certification on Developing APIs with Google Cloud's Apigee API Platform by Coursera, USA
- Certified ISEB /ISTQB - Software Test Management Professional - by BCS, UK
- Certified Java Microservices with Spring Boot and Spring Cloud by Coursera, USA
- Certified Google Cloud – Generative AI Studio and Fundamentals by Google Cloud, USA

## **Reference (Available based on request)**