

My objective is to make my organization an exciting place to work, participate, collaborate and be productive while making sure our customers are delighted with the products and services we build.

WORK EXPERIENCE: Total 18 years with last 6 years into AI platform and solutions, big data & analytics application development in cloud and on-premise plus executive management & founding startup

I AM PASSIONATE TO DO THE FOLLOWING:

- Drive organizational vision with cross-functional teams through ownership, planning, and execution
- Setup and execute technical program strategy & vision for an organization to build horizontal and/or vertical AI platform & solutions
- Lead the *Technical Program Management for AI and ML solutions with predictive, descriptive and perspective insights* running on-premise, or at GCP, AWS, and Azure with key features as:
 - Various data transformation, normalization, validation & machine learning readiness components
 - Verticalize feature engineering, micro modeling, ML pipeline automation including h/w enhancement
 - Implementing AutoML and ensembles combining different AI/ML libraries in a portable environment
 - Model transformation, Interpretability, management, deployment & maintenance capabilities
 - Supporting real-time and high-speed scoring capabilities through model transformation as needed
- Ability to transform an existing solution or process be extremely customer ready through supportability
- Develop more business and enhance revenue streams with fortune 500 and other high-profile customers
- Build engineering and success teams, improve productivity, collaboration & customer satisfaction
- Build any ML prototype using Java, Python and React with H2O, Tensorflow, and XGBoost libraries

Things I have done at Macnica (Fuji Electronics) as VP, AI Platform and Business:


(From February 2018 to June 2019 at San Jose/Tokyo)

- Started from February 2018 to build AI business from scratch while working with AI Strategy team and reporting to the president while travelling to Yokohama, Japan every month for 2+ weeks each visit
- My team target was to achieve \$6M revenue by 2020 through AI solutions & services in Japan while the overall AI platform and business target was \$25M including industrial and autonomous AI division
- Within first 60 days, I met with over 40+ businesses in Japan to learn their various data types & data storage methods and data specific issues and focused on transactional data related to customers
- Created business strategy document for “Customer AI Solution” for Macnica enterprise customers from Healthcare, Retail, Insurance and Subscription-based services for all kinds of customers
- Customer AI Horizontal Solution features are Customer Life Time Value (LTV), Churn Prediction, Price Prediction, Product Propensity model, and Customer Purchase Behavior
- Recruited internal ML & software engineers to build Minimum Viable Product (MVP) using Java, Python and React using H2O, TensorFlow, XGBoost, Scikit-Learn and LightGBM machine learning libraries
- Customer AI Solution key functionalities are various Data connectors, Data Profiler, Data validator, Problem specific feature engineering & Micro Modeling, Automated ML, Ensemble Engine, Model Retraining, Model Transformer (H2O Java, C++ Models ONNX and TensorRT) and Model Deployment
- Implemented Agile development strategy through fluid specification and weekly product release cycle
- Started MVP trials within 6 months and setup product *support, success and deployment strategy*
- Created Docker container to have data ingest, profiler, validator, AutoML & ensemble engine into one container and model management & deployment module into another container
- Evangelize Macnica AI products to various target customers, conferences and public events

Things I have done at H2O.ai as VP of Enterprise Platform and Customer:

(From July 2016 to January 2018 at Mountain View, CA)

- My objective was to transform the H2O.ai OS Development & Support business to boost revenue
- I traveled and met with over 30 enterprise customers (12 Fortune 500) to understand their problems and worked with our engineering team to develop the required module into H2O OS platform
- With the help from leadership, I implemented enterprise strategy at H2O.ai includes customer-centric development strategy, product support team and process, and effective customer success model

 <https://avkash.github.io/mldl/>
 <https://stackoverflow.com/users/1325423/avkashchauhan>
 <https://www.linkedin.com/in/avkashchauhan/>
 <https://github.com/Avkash>

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- The product development was 50%-50% between OS and enterprise customer needs which I changed to 80% enterprise customers-based requirements and 20% based on open sources needs
- Fixed Open-source Release cycle to twice a month, owned open-source release for a quality release
- Setup release follow up process to publish blog, articles and reach out to all enterprise customers about the update and work with Success team to make sure customer can update without issues
- Built customer support and success team from the ground up to manage paid enterprise and non-paying open-source customers, implemented FreshDesk and JIRA for the effective operation
- With supportability, customer success & additional software development grew H2O.ai revenue footprint
- Incubated the Driverless AI solution with H2O.ai developers, collected the feedback from 30+ enterprise customers and assisted Driverless AI development to make sure it is enterprise-ready
- Added RDBMS support to H2O OS platform to ingest data directly using JDBC driver and build model
- Managed over 20K open-source and 30+ enterprise customers with product and solution team

Things I have done at **Big Data Perspective** as **Founder and Principal**:

(From January 2014 to Jun 2016 at San Francisco, CA)

- While at Microsoft I managed over 1.8M Azure VMs with my team and learned the art of managing web-scale data and infrastructure which I wanted to build an appliance to manage Big Data clusters running Hadoop, Cassandra, Spark & Kafka into the cloud, on-premise and hybrid environments
- With the idea of developing an appliance to manage big data clusters I raised 650K seed from angel
- I lead the development of Unified Operational Analytics Appliance mainly in Java & React using H2O based machine learning library to apply deep learning autoencoders for outlier's detection into system & operation data with a team of total 5 developers including myself as a primary developer
- Designed Big Data Perspective UI including dynamic dashboards & web-scale data management capabilities with live alerts, over 70 graphs to show system & operational data with process details
- Deployed Perspective Appliance to 7 customers and managed Support & Success responsibilities

EMPLOYMENT HISTORY BEYOND 2014:

Platfora (Workday.com): Sr. Engineer (May 2013 - December 2013) – San Mateo, CA

- Deployed V1 to first 6 customers, delivered custom build for IQT, added Telemetry into application

Microsoft Corporation: Principal Tech Lead (other roles) (August 2004 – April 2013) – Redmond WA

- While at Microsoft I developed a log parsing script to identify the root cause into any Azure VM issues out of 1.8M VMs from any global data center under 5 minutes and founded 30+ person Global Rapid Response team for Azure under my leadership and I was awarded Microsoft President Award for that.
- Core developer of Azure HDInsight (Hadoop on Azure) from its incubation (Authored a book)
- Lead the Azure deployment for top Microsoft customers i.e. Xbox Live(\$2B), Windows Volume License(\$5B) and Microsoft IT, Office 365 and Microsoft Exchange 365
- Managed Azure private appliance deployment process with Fujitsu for about 2 years
- Managed 45 Embedded OEM customers in Japan, China, Taiwan, Korea for over 4 years
- During 2005-2008 I traveled to Japan, China, Korea & Taiwan every quarter to assist OEMs for CE and Windows Mobile expedite development, achieved 200+M Windows CE licenses annual growth
- As CE/OEM engineer developed HAL, CE + OEM BSP integration, USB/SDIO/NDIS device drivers

International Systems Research: Developer (April 2001 – July 2004) – Tokyo and Foster City CA

- Worked on telecom projects i.e. PHS and FOMA with NTT, Toshiba, Hitachi, Nissan, and Casio

EDUCATION:

- Master's in Mathematics & Computer Science – Jiwaji University, Gwalior MP INDIA (1998)
- Bachelor's in mathematics, Physics, and Chemistry – Sagar University, MP INDIA (1994)

AUTHOR: Published 3 books

- Simplifying Big Data with Microsoft HDInsight (2012)
- Introducing Microsoft Azure HDInsight (2013) & Learning Cloudera Impala (2013)