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Top Skills

Agile Methodologies
Generative AI SaaS
Generative AI for Sales

Akinbode Isaacs

AI Product Leader | Generative AI, LLMs, Azure OpenAI, RAG | Intelligent Automation (UiPath, Power Automate) | Healthcare, HIPAA, SOC 2

Dallas, Texas, United States

Summary

AI Product Leader & Intelligent Automation Architect with 10+ years delivering measurable outcomes in Healthcare, FinTech, Logistics, Utilities, and Government.

I specialize in building enterprise-scale AI, LLM, and RPA platforms—from Azure OpenAI, RAG, and agentic workflows to UiPath and Power Automate—with security, reliability, and ROI baked in. My work focuses on turning complex, regulated processes into scalable, audit-ready systems that teams actually trust and adopt.

Proven results:

35–45% reduction in clinical documentation time

30%+ accuracy gains via LLM evaluation, guardrails, and governance

98%+ bot reliability and six-figure annual cost savings

Core strengths:

AI Product Management · LLMs & Generative AI · Azure OpenAI · RAG · Intelligent Automation · UiPath · Power Automate · HIPAA · SOC 2 · Platform Architecture · SDLC · Lean Six Sigma · ROI Delivery

I thrive in roles where AI must work in production, under real constraints, and success is measured by outcomes—not demos.

Farmers Branch, TX | Open to senior AI Product, Automation, and Platform leadership roles

Experience

Reapsun LLC

AI Product Manager / Intelligent Automation Architect
November 2023 - Present (2 years 3 months)

- Directed the product vision and multi-release roadmap for AI-Scribe, an AI medical note-taking platform; aligned capabilities with HIPAA rules, clinical workflows, and EHR/EMR interoperability to strengthen compliance and adoption.

- Architected LLM pipelines (Azure OpenAI + speech-to-text + NLP) with PII/PHI redaction and RBAC; raised documentation accuracy >30% and decreased caregiver charting time 35–45% across pilot units.
- Deployed RAG using vector stores and content provenance; reduced hallucination-related review edits and increased clinician trust scores by >20 points in UAT.
- Built an evaluation harness (automated regression, red-team safety, summary fidelity checks) to stabilize model updates; cut post-release defects 40% and accelerated safe iteration.
- Introduced telemetry and cost governance (token budgeting, caching, prompt compression); lowered LLM unit costs 18% while maintaining response quality SLAs.
- Established change, release, and Go/No-Go controls with Dev/QA/Infra/Compliance; maintained on-time delivery >95% and clear audit evidence for each release.
- Produced compliance documentation (data flows, retention, encryption, access reviews) mapping to HIPAA/SOC 2; enabled rapid legal/security sign-off and reduced procurement friction.

MAERSK COMPANY LIMITED(THE)

Sr. RPA Architect

March 2022 - November 2023 (1 year 9 months)

- Designed reusable RPA frameworks (UiPath/Power Automate) for AR/billing, contract onboarding, and operational reconciliations; saved hundreds of hours/month and improved first-pass quality >30%.
- Delivered web/API automations and EDI-driven integrations; connected with Tableau to surface KPIs (DSO, unapplied cash, dispute aging) for real-time actioning.
- Engineered queue orchestration and idempotent retries with exponential backoff; sustained bot success rates >98% through peak cycles and vendor UI changes.
- Built data schemas and lineage for operational stores; improved downstream analytics readiness and accelerated variance investigations across Finance and Ops.
- Led version upgrades and bot migrations with no critical-path downtime; standardized deployment runbooks and rollback procedures.
- Authored secure coding standards (credential vaulting, selector resilience, exception taxonomies) and instituted code reviews to raise team maturity.
- Partnered with Finance leadership to prioritize automations by ROI and SLA impact; produced quarterly benefits realization artifacts for executive steering.

- Negotiated platform licenses and vendor escalations; shortened time-to-resolution on platform incidents 40%.

UST (for Cigna Healthcare)

RPA Solution Architect

February 2021 - February 2022 (1 year 1 month)

- Assessed and re-platformed bots across Blue Prism, Automation Anywhere, Pega, Kore.ai into a target intelligent automation architecture aligned with enterprise security and scalability requirements.
- Improved claims/billing throughput by redesigning work queues, parallelism, and resilient selectors; achieved 4× volume scaling and 4× reduction in “stuck in WIP” cases.
- Piloted LLM-assisted correspondence triage to summarize inbound documents and suggest routing; reduced average handle time in pilot lanes 15% without service degradation.
- Established pre-deployment assessments and New Bot Introduction criteria; lifted first-time-right to >92% and reduced hotfix frequency.
- Implemented observability (structured logs, metrics, trace IDs) and error taxonomies; cut MTTR 35% and increased defect reproducibility across environments.
- Hardened platform reliability through canary bots, selector fallbacks, and feature flags to survive Windows 20H2/UI changes without program stalls.
- Embedded access governance and audit trails mapped to ISO 27001/SOC 2; simplified audit responses and reduced evidence collection cycles.
- Drove vendor roadmap alignment and priority negotiations to accelerate features critical to high-volume claims operations

Multiple Engagements

RPA Consultant

August 2019 - December 2020 (1 year 5 months)

- Delivered end-to-end SDLC automations in UiPath/Automation Anywhere (attended/unattended) with orchestrator queues, credential vaults, and reusable component libraries.
- Authored PDD/SDD and built object repositories with robust selector strategies; lowered bot breakage from UI drift >50% and improved maintainability.
- Implemented automated test packs (unit, integration, regression) and smoke checks for critical flows; stabilized releases and improved stakeholder confidence.

- Designed workload management dashboards (throughput, SLA risk, requeue rates); increased SLA adherence 20% and reduced queue starvation.
- Tuned exception handling and retry patterns; reduced false alerts and improved signal-to-noise for on-call rotations.
- Coordinated change/release approvals with business stakeholders; maintained complete audit evidence for compliance and risk reviews.
- Mentored junior developers in standards, PR checklists, and performance patterns to elevate team velocity.
- Created knowledge articles/runbooks that shortened new engineer onboarding and reduced shadowing time.

Plan B Solutions

BPM Architect

November 2018 - March 2020 (1 year 5 months)

- Built a 4-level enterprise process architecture to support ERP (NISC) implementation; standardized notation, ownership, and governance.
- Trained BAs to model current/future states in Blueworks Live; accelerated discovery and improved cross-functional alignment prior to build.
- Connected value streams to UAT coverage with click-by-click procedures; reduced launch risk and shortened hypercare by streamlining training.
- Implemented a process measurement framework (KPIs, cadences, accountability) to sustain post-ERP gains.
- Facilitated change management workshops; increased adoption and reduced rework cycles on early releases.
- Established artifact baselines and naming/versioning standards to keep the repository audit-ready.
- Coordinated with PMO to synchronize process milestones with ERP deliverables; avoided critical path slippage.
- Documented controls and handoffs to reduce ambiguity and prevent orphaned tasks post-go-live

Arizona Public Service - APS

Process Improvement Consultant

October 2015 - November 2018 (3 years 2 months)

- Launched CFO-org Continuous Improvement using Lean/Six Sigma governance; coached executives and VPs to sponsor and unblock CI across Finance/HR/IT.
- Reduced Time-to-Fill 18% in 3 months and another 15% within 12 months; increased Hiring Leader Satisfaction +25% via redesigned intake and standardized SLAs.

- Cut Cyber/Physical Access Revocation time 94%, eliminating imminent regulatory exposure through process automation and accountability gates.
- Halved Call Center new-hire training time (-50%) while maintaining CSAT, via modularized curriculum and simulations.
- Achieved >50% cycle-time reduction and >90% faster first review in Residential Solar Interconnections; supported successful Rate Case positioning.
- Drove a 100% increase in Substation Maintenance schedule adherence; reduced reschedules/unplanned outages through visual planning and constraint removal.
- Delivered CI across earnings call prep, fuel trading settlements, DSM, solar farm maintenance, and insurance budgeting with measurable KPI lifts.
- Developed a CI toolkit rolled out to 140+ Finance & Accounting staff; accelerated grassroots improvement and sustainability.

Rogers Corporation

Principal Product Engineer

November 2012 - October 2015 (3 years)

- Doubled financial yield for RT/Duroid 6000 line; improved manufacturing yield +20% and OTD +25% by 2013 through Shainin/Six Sigma projects and SPC upgrades.
- Cut top 4 defect modes >50% across 30+ unit ops/multi-site by attacking dominant x's, revising control plans, and improving inspection accuracy.
- Qualified second-source suppliers for antenna-grade materials; reduced supply risk and improved continuity KPI.
- Implemented incoming inspection and enhanced calibration/PM loops; stabilized processes and lifted line capability

Intel Corporation

Senior Process Engineer , Senior Process Technology Development engineer

April 2008 - November 2012 (4 years 8 months)

- Increased CVD pass rate +19% and reduced variation on FE metals toolsets through DOE-driven countermeasures; delivered sustained gains in availability/quality.
- Coached teams in DMAIC/structured problem solving; enabled 3 Six Sigma Green Belt certifications.
- Completed pathfinding proofs (PTIM/IHS) that met thermal performance targets; supported 32-nm desktop spec delivery.

- Realized \$1.98M ROI (3650 hours/year) via defect reduction and \$20M ROI through mobile die recovery for desktop packaging
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Education

University of Massachusetts Amherst

Master of Science - MS, Polymer Science and Engineering