

# ASHISH JAIN

## Solutions Architect, BitCot Technologies Pvt. Ltd.

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## PROFESSIONAL SUMMARY

Aspiring Engineering Leader with over a decade of software engineering experience, specializing in creating scalable, high-impact solutions. I bring a deep understanding of architecture design, development, and deployment strategies, to drive successful client engagements. Over the past two years, I have led Generative AI projects, involving virtual assistants, interviewing agents, CX agents powered by knowledge graphs, content generation bot for proposals, HR assessment tools, and accelerators designed for enterprise applications. **Notably, I led the development of a GenAI-powered sleep support product for a billion-dollar healthcare technology company, focusing on scalability, performance optimization, cost efficiency, and multi-regional expansion.**

## WORKING EXPERIENCE

### Solutions Architect, BitCot Technologies Pvt. Ltd.

Jun 2022 - Present   Chennai, India

- Launched an enterprise-grade **MVP in 4 months** that receives **4K inquiries/month**. And Decreased patient written inquiries to customer support **by ~40%**
- Navigated complex team approvals (compliance, legal, privacy) to deploy AI-powered bots that meet regulatory standards, including efficient redaction of **PII and PHI**.
- Created an Alzheimer's data bot for a UC department, processing **700+ research papers** with citations, using Semantic Re-ranking to prioritize the latest research.
- Developed capabilities for **video transcription search**, enabling precise citations and direct navigation to specific video timestamps where text appears.
- Built a **content generation bot for proposals**, automating responses to RFPs, RFIs, and RFQs with templated sections and collaborative document creation features.
- Streamlined **recruitment workflows** by developing dynamic Generative AI assessments for HR, including automated scoring based on predefined profiles.
- Established **LLM evaluation frameworks** for first-pass evaluation systems, incorporating feedback mechanisms and metrics to drive meaningful business outcomes.

### Technology Manager, BitCot Technologies Pvt. Ltd.

Jun 2020 - May 2022   Chennai, India

- Acted as the technical relation for over 6 key clients, owning and developing relationships while ensuring alignment with their specific needs and objectives.
- Successfully coordinated the development of 5 Node.js backend projects, working closely with cross-functional teams in React, Android, iOS, DevOps, and design.
- Delivered on time and within budget, achieving an average client satisfaction rate of 90%
- Identified and resolved more than 10 critical infrastructure and application issues, minimizing

- downtime and enhancing overall system reliability
- Facilitated seamless collaboration across different departments to ensure the execution of 5 medium-scale business projects.

## Technical Lead, **BitCot Technologies Pvt. Ltd.**

Apr 2019 - May 2020 Chennai, India

- Directed the development of multiple iOS applications, demonstrating expertise in both design and execution, ensuring alignment with business objectives.
- Served as the SPOC for a WooCommerce subscription platform for enterprise clients, managing all technical aspects and facilitating seamless integration.
- Successfully led a comprehensive two-sided marketplace project utilizing Ruby on Rails, overseeing all stages of development.
- Leveraged strong leadership and project management skills to coordinate team efforts, drive progress, and deliver high-quality outcomes.

## iOS\Android Developer, **BitCot Technologies Pvt. Ltd.**

Nov 2015 - Mar 2019 Chennai

## System Engineer, **Infosys Ltd.**

May 2014 - Oct 2015 Mysuru, India

## EDUCATION

Bachelor of Engineering (CSE) **MNMJEC, Affiliated to Anna University** 2010 - 2014 Chennai

Central Board of Secondary Education, **SJTSJV Higher Sec. School** 1996 - 2010 Chennai

## STRENGTHS

- **Leadership in AI & Software Engineering Projects:** Led a team of 14 to deliver scalable AI solutions. Directed cross-functional teams to develop software aligned with business goals.
- **Enterprise Collaboration:** Engaged with enterprise stakeholders, earning commendations from the CTO and CEO.
- **DevOps & Automation:** Optimized deployment processes and cloud infrastructure, achieving cost savings.

**REFERRER:** Amy Cotton, Product Manager, **ResMed Inc (NYSE: RMD)**

## RECOGNITIONS

- ❖ Lead Excellence, 2023
- ❖ Leadership Impact, 2022
- ❖ Best Tech Manager, 2021
- ❖ Infosys Insta Award, 2015
- ❖ ICTACT Student Innovator, 2014

## KEY SKILLS

- ❖ IT Project Management
- ❖ XFT Leadership
- ❖ Generative AI Integration
- ❖ Cloud Architecture \ DevOps
- ❖ Client \ Stakeholder Engagements