

Chiranshu Bhatia

Machine Learning/AI Engineer Manager
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Professional Story

As a catalyst for innovation, I orchestrate teams to transform intricate data challenges into scalable AI solutions that drive millions in revenue and redefine operational efficiency. My leadership blends technical mastery with a vision for impact, guiding engineers to deliver systems with 95%+ accuracy while fostering collaboration across domains. By championing advanced AI and streamlined processes, I empower organizations to navigate dynamic tech landscapes with agility and precision, creating value that resonates with business goals and human aspirations.

Key Projects at EXL Service

Audit Premium Insurance Workflow Automation

May 2021 – Present

Led a team of 8 engineers to design and deploy an advanced AI system for payroll document digitization, streamlining the worker's compensation audit process.

- Conceptualized and implemented an end-to-end AI pipeline using advanced GenAI techniques and DevOps practices, deployed on AWS.
- Developed information retrieval models to extract data from diverse documents, reducing manual audit processes by 80% and operational costs by 40%.
- Created a streamlined audit workflow, boosting overall efficiency by 65% and driving \$2M+ in annual revenue, with a projected YoY growth of 30-40%.
- Mentored junior engineers to achieve 95%+ accuracy in table digitization models, enhancing audit reliability.

Castle High Value Property Insurance Surveys

Jan 2023 – Present

Spearheaded a self-predictive AI solution for underinsured property identification, a first-of-its-kind in the real estate insurance sector.

- Managed end-to-end development using historical and geographical data, achieving \$1M in revenue with a potential to exceed \$2M annually.
- Collaborated with cross-functional teams to deploy the solution on AWS, improving decision-making accuracy by 20%.
- Guided a team of 6 engineers to ensure scalable deployment, maintaining 90%+ model performance.

Worker's Compensation Predictive Modeling

May 2021 – Present

Directed the development of a predictive model for NCCI worker's compensation class codes, enhancing insurance premium calculations.

- Built a model with 90%+ accuracy in job role identification, reducing miscalculation risks by 15%.
- Implemented CI/CD pipelines and Dockerized deployment on AWS, ensuring seamless updates and scalability.
- Mentored team to optimize model performance, achieving a 10% improvement in inference speed.

Previous Professional Experience

R&D ML/AI Engineer, In-D AI, Pune, India

Jul 2020 – Apr 2021

Developed deep learning models to denoise scanned documents and trained NLP and object detection systems for information extraction from loan and invoice documents, improving accuracy by up to 12%.

Data Science Associate, Vidooly Media Tech, Noida, India	Mar 2019 – Feb 2020
Built predictive and unsupervised models to analyze YouTube engagement and detect anomalies, enhancing tracking accuracy by 15%.	
Data Analyst/QA Engineer, Cybage Softwares, Pune, India	Jul 2016 – Jul 2018
Conducted automation testing and report analysis for a global payment gateway, improving transactional accuracy.	

Education

Master of Science in Machine Learning & AI	2019 – 2021
Liverpool John Moores University, UK	
<i>Thesis: Information Extraction Using Graph Convolution Networks</i>	
PG Diploma in Machine Learning and AI	2019 – 2020
IIT Bombay, India	
B.E. in Computer Science	2012 – 2016
Sathyabama University, India	

Certifications

- Game Changer Team AI Award, EXL Service
- Employee of the Quarter, EXL Service

Technical Skills

Languages	ML Frameworks
Python	TensorFlow
Java	PyTorch
	scikit-learn
Deep Learning	Spark ML
CNN	Huggingface
RNN	NLTK
LSTM	Keras
GAN	OpenCV
GCN	
Databases	Cloud & MLOps
SQL	Azure ML
Cassandra	Amazon ML
	MLOps
AI Techniques	Operating Systems
Prompt Engineering	Windows
GenAI	Linux

Languages

English (Fluent), Hindi (Native), Japanese (N4)