

## Contact

[www.linkedin.com/in/vijay-thangella](https://www.linkedin.com/in/vijay-thangella)  
(LinkedIn)

## Top Skills

Customer Experience Management  
Conversational AI  
Project Management

## Certifications

Machine Learning  
AWS Certified Solutions Architect -  
Associate (SAA)  
Neural Networks and Deep Learning

# Vijay Thangella

Head of AI and Machine Learning, Office of CTO | Data Science  
Advisor | Conversational AI  
Charlotte Metro

## Summary

Strategic AI and ML leader with a demonstrated history of working in DW / BI / Big data / Cloud industries. A strong professional with a data science graduate degree certification from Harvard University Extensions. Throughout my career, I have acquired a solid track record of successfully innovating, developing, presenting, and implementing high-impact AI analytics solutions for high-profile organizations and start-ups alike. At the same time, I am highly adept at spearheading development of Virtual Agents / ChatBots, social network analysis, natural language processing that use artificial intelligence and machine learning programming with a desire to translate visions into actionable products. As a result, I am poised to build dynamic relationships with key Executives and leverage partnerships and networks to maximize achievement of business goals, objectives, and priorities. Prior to this, I had years of experience in building enterprise BI/Data warehouses for banking, retail, insurance and marketing industries

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## Experience

### Zapoj

Chief Technology Officer

January 2019 - Present (4 years 4 months)

Charlotte, North Carolina, United States

Leading Engineering, IT, AI/ML Teams, Cloud and Data Teams to create an AI powered visual digital Critical Event Management and collaboration platform for business resilience and continuity using modern technologies.

### Alvaria, Inc.

Head of AI and Machine Learning

May 2022 - January 2023 (9 months)

Charlotte, North Carolina, United States

Primarily responsible for setting up the entire AI /ML Practice here in US and back in India and create AI/ML Strategies aligned with the company's core

values and vision. My role demands collaborating with c-level executives to discover AI/ML initiatives, and re-envision/re-engineer Alvaria's product suite completely powered by AI/ML, moving away from old technologies to gain a competitive advantage especially in the Customer Experience industry. In the Workforce Management space which is another product of Alvaria, I am leading and building data science applications for Alvaria's Clients especially in Forecasting (Staff Utilization), NLP (Skills Identification) and Recommendation areas to improve Customer experience and engagements. As well, internally at Alvaria, my role extended to Lead Cross-functional teams to build an Enterprise Cloud data lake for future AI/ML and Data enablement with governance enabled

## Accenture

### Artificial Intelligence Leader

March 2019 - May 2022 (3 years 3 months)

Charlotte, North Carolina

Within this capacity, I am tasked with serving as an asset owner in the building of an AI/ML powered system for unstructured data management and anonymization. Effectively, I provide comprehensive leadership, oversight, and direction to teams from London and India in the development of chatbots for high-profile customers from banking, telecommunications, and pharmaceutical industries. I also oversee the end-to-end design of systems architecture and define strategies for implementing AI/ML lifecycle at scale, and model management solutions.

Some of my proudest achievements to date include:

- Received favorable feedback for delivery of AI/ML powered unstructured data management strategy solutions to top executives at multi-billion dollar insurance companies.
- Built Identity Profile development framework for background checking process company using advanced NLP and Vision algorithms resolving Name, Address, and biometric embeddings for better matches
- Applied advanced knowledge of Amazon Lex, Kubernetes, and Google Dialogflow NLU to build highly effective and efficient chatbots that aligned to the needs of multi-million dollar companies.
- Demonstrated exceptional ability to lead offshore teams in the delivery of AI/ML-based products.
- Succeeded in establishing the architecture of real-time global data and metric visualization tools that enhanced logging and monitoring processes.
- Played an integral role in facilitating timely delivery of chatbot applications for large-scale companies during the Covid-19 pandemic.

## Cloud Constable

### Data science Advisor

June 2017 - March 2019 (1 year 10 months)

Toronto, Canada Area

Cloud Constable is a high tech startup building AI powered social hub to protect against cyber threats and the Grand Challenge is to protect extended families especially oldsters and youngsters from new and emerging threats such as cyber fraud and sextortion using AI.

Responsible for developing and deploying serverless machine learning models (NLP) behind this AI product for Cloud Constable . Got selected to compete into IBM XPRIZE global competition

## Constant Contact

### Principal Technical Manager

January 2009 - February 2019 (10 years 2 months)

Greater Boston Area

During this time, I owned responsibility for leading data analysts, data scientists, and data engineers in supporting companies adopting a range of BI & Analytics tools to support sales, and marketing teams to derive actionable insights. At the same time, I collaborated with Digital and Analytics teams to develop integrated solutions for subscribers.

Some of my most memorable achievements include:

- Enabled creation and launch of the company's revenue recognition application that generated quarterly reports for Wall Street and forecasting processes using Data science models
- Directed in building scoring models like CSI scoring model (Customer Success Index), and Lead Scoring model using Advanced Machine learning models
- Reduced operational overhead by taking the initiative to converge tools, remove obsolete tools, and implement automated solutions.
- Architected/Built the ELT for the Site Catalyst data (tagging all web-based visitor activities) available from Omniture/Adobe required for Web Analytics/Digital Analytics team
- Increased incremental sales and net income for the company with the development of Next-Gen Data Warehousing solutions that aligned directly with subscribers' needs
- Valued for expertise in business intelligence and data warehousing, big data analytics, data science, and predictive analytics.

- Implemented next-generation scalable data warehouse and Intra-Day Data Warehouse to support hourly updates on Company's performance on various metrics

#### IBM/TJX companies

DW Architect/ Lead Consultant

April 2007 - December 2008 (1 year 9 months)

Greater Boston Area

#### IBM/Scotia Bank

Sr ETL Lead Consultant

February 2006 - December 2006 (11 months)

#### IBM/Travelers Insurance

Sr Datastage Consultant

December 2005 - January 2006 (2 months)

St Paul , Minnesota

#### IBM/National Bank of Canada

Datastage Developer

July 2004 - November 2005 (1 year 5 months)

Montreal, Canada Area

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## Education

#### Harvard Extension School

Professional Graduate Certification in Data Science · (2015 - 2017)

#### Harvard University

Harvard University Extension School : Professional Graduate Certificate in Data Science · (2015 - 2017)

#### Wright State University

Master's degree, Electrical and Electronics Engineering · (2001 - 2003)

#### SRKR Engineering College

Bachelor's degree, Electrical and Electronics Engineering · (1997 - 2001)