

KUMAR GYANAM

 Gurgaon |

 9953682525 |

Chief AI Architect | AI Strategy Leader

 [LinkedIn Profile](#) |

 Live Portfolio: [gyanam.store](#)

 [gyanamc@gmail.com](mailto:gyanamc@gmail.com) |

---

**STOP READING. START INTERVIEWING.** “I built an Agentic AI bot to deprecate my own traditional resume. Instead of reading, if you would like to talk to my resume, then please click”  [CLICK HERE](#)

---

## EXECUTIVE SUMMARY

Transformational AI Leader with **~20 years of experience** architecting enterprise-scale AI systems across fintech, healthcare, and media. Proven expert in building and deploying **sovereign, on-premise GenAI infrastructure** within highly regulated environments. Trusted advisor to C-level stakeholders with board-approved AI roadmaps, managing full-cycle AI transformation, multi-million dollar budgets, and vendor ecosystems. **Guest Faculty at IIM and ISB.**

---

## TECHNICAL ARCHITECTURE EXPERTISE

- **Agentic AI & Orchestration:** LangGraph (Stateful Agents), LangChain, n8n, Agentic RAG Workflows.
  - **On-Premise Generative AI Stack:** Ray Serve (Distributed Serving), vLLM (Inference Optimization), ELK Stack (Vector Search), Open Source LLMs (Llama-3, Mistral, OSS).
  - **MLOps & Observability:** Ragas (RAG Evaluation), MLflow (Experiment Tracking & Registry), Airflow (Pipeline Orchestration), Prometheus/Grafana.
  - **Cloud & Platforms:** Railway.app (Expert—30+ deployments), AWS, Firebase, Docker, Kubernetes (K8s).
  - **Data & Automation:** n8n.io (Expert—30+ workflows), Python (scikit-learn, TensorFlow), FAST APIs, SQL/NoSQL.
- 

## PROFESSIONAL EXPERIENCE

SBI Card | Deputy Vice President - Conversational AI

April 2023 – Present

Strategic AI Infrastructure & Platform Leadership

- **Sovereign On-Premise Agentic RAG Platform:** Architected and operationalised a secure, air-gapped Retrieval-Augmented Generation (RAG) ecosystem, ensuring 100% data sovereignty and financial-grade security.

- **Orchestration & Logic:** Leveraged **LangChain** and **LangGraph** to build complex, stateful agentic workflows, enabling multi-turn reasoning and tool-integrated AI capabilities.
  - **High-Performance Stack:** Integrated **45+ enterprise components** including **Ray Serve** for distributed serving and **vLLM** for high-throughput inference, managed via **Airflow** for robust data pipeline orchestration.
  - **Infrastructure Depth:** Deployed open-source LLMs (**Mistral**, **Llama-3**) using **ELK (Elasticsearch)** as a **high-scale Vector Database** for efficient semantic retrieval.
  - **Continuous Evaluation:** Established a rigorous evaluation loop using **Ragas** (for metric-based assessment of faithfulness/relevancy) and **MLflow** for end-to-end experiment tracking and versioning.
- **Multi-Modal Strategic Implementations:** Utilized the on-premise RAG engine to deliver high-impact business applications:
  1. **Credit Card Recommendation Engine:** Real-time discovery engine tailored to customer financial profiles and spending behavior.
  2. **Generative Agent-Assist:** Real-time reply generation for live chat agents, improving response accuracy and reducing average handle time (AHT).
  3. **SBI Card Internal GPT:** A secure, internal-only portal for employees to interact with massive knowledge bases and internal documentation.
  4. **Self-Healing & HITL Architecture:** Engineered a **Human-in-the-Loop (HITL)** framework to allow real-time correction of model misses or biases, ensuring reliability.
- **Platform Scale & Governance:** Scaled the conversational platform to support **22M+** users and **21M+ monthly transactions** with a **99.9% uptime SLA**.
  - Authored the board-approved AI roadmap, driving a **400% growth in bill payments** via AI channels and leading enterprise-wide AI procurement and vendor evaluation.

**Brane Group | Analytics Delivery Head**

*January 2022 – April 2023*

- Architected ML-powered solutions for Healthcare (ambulance dispatch optimisation), Financial Risk (fraud detection), and Ad-tech (campaign ROI optimisation).
- Led a cross-functional team of data scientists and engineers to deliver production-ready AI models for global clients.

**Pixstory | Head of Technology Architecture***January 2019 – January 2022*

- Built a custom ML-based recommendation engine from scratch, resulting in a **180% improvement in user engagement.**
- Led technical product strategy and executed go-to-market strategies supporting 100K+ user acquisition.
- Managed the full-stack development of semantic analysis and automated tagging workflows for 1M+ posts.

**The Indian Express | Chief Manager - Business Intelligence***July 2009 – January 2019*

- Transformed subscription architecture and built predictive analytics for collection management.
- Reduced user detractors by **50%** through text mining and continuous consumer research.

**Axis Bank | Sales Manager***August 2008 - July 2009*

Managed distributed sales operation achieving Rs 200 Cr+ disbursement targets through process optimisation and team leadership.

**ICICI Bank (Sales Manager) |***June 2006 - August 2008:*

Built franchise network across multiple districts managing Rs 60 Cr+ lending portfolio and regional expansion strategy.

---

**EDUCATION & ACADEMIC LEADERSHIP**

- **Academic Leadership:** Faculty at **IIM-Indore** and **ISB** for AI Strategy, Technology Leadership, and AI Governance.
  - **Indian Institute of Technology (IIT), Madras:** Advanced Diploma in Programming (2022–2025, Dropped Out).
  - **Indian Institute of Management (IIM), Calcutta:** AI-Powered Marketing (2021–2022).
  - **Institute of Rural Management (IRM):** MBA in Marketing & Strategic Management (2004–2006).
  - **Ranchi University:** B.Sc. in Mathematics & Statistics (2001–2004).
- 

**KEY ACHIEVEMENTS & STRATEGIC IMPACT**

- **Production Excellence:** Maintains a live portfolio at **gyanam.store** featuring 30+ production AI systems.

- **Operational Transformation:** Achieved **75+ FTE cost savings** through live chat integration and AI-driven automation.
- **Thought Leadership:** Recognised expert in **Railway.app** and **n8n.io** for enterprise-scale AI automation.
- **Governance:** Expert in fintech AI governance, regulatory compliance, and large-scale system security audits.