

## About Me

### Professional Summary:

I am a seasoned management consultant with over two decades of experience in leveraging technology to drive business transformation, particularly within the insurance sector. My career is characterized by a commitment to enhancing operational efficiency and delivering innovative solutions that align with organizational goals. I am now poised to bring my expertise to VSP Vision as the Head of AI Solutions, where I aim to lead initiatives that integrate artificial intelligence into vision care, enhancing patient experiences and operational excellence.

### Career Highlights:

- **Early Technological Integration:** My journey began with the development of a Visual Basic application for a small business, resulting in a significant productivity boost. This experience underscored the impact of technology on business efficiency and steered me towards packaged software solutions.
- **Enterprise Solutions Expertise:** Transitioning from custom middleware development to specializing in enterprise solutions, I became proficient in platforms like ACT and Siebel. This progression enabled me to assist clients in effectively implementing and customizing these solutions to meet their specific needs.
- **Entrepreneurial Leadership at CodeObjects:** As a co-founder of CodeObjects, I was instrumental in establishing the company and developing its product offerings. My roles spanned business process engineering, account management, application development, sales, and product management across various verticals, providing me with a comprehensive understanding of startup dynamics and product lifecycle management.
- **Scaling Operations at Ernst & Young (EY):** At EY, I managed large-scale engagements, notably leading a \$40 million project with a 250-member team. A key achievement was the development of Spire Insurance (formerly Sonar), an innovative insurance platform built from the ground up, incorporating advanced technologies such as telematics and microservices to revolutionize the customer experience.
- **Strategic Consulting at Capgemini Invent:** In my tenure at Capgemini Invent, I spearheaded strategic initiatives including operating model transformations, adoption of agile methodologies, and the conceptualization of touchless claims processes. I also played a pivotal role in rescuing underperforming engagements, demonstrating my ability to deliver results under challenging circumstances.
- **Advancing Generative AI Solutions:** Recognizing the transformative potential of Generative AI (GenAI), I have been at the forefront of developing AI-driven solutions for enterprises. My efforts have focused on overcoming challenges related to model capabilities and implementation, striving to bridge the knowledge and skills gap within

organizations to fully leverage AI technologies.

### **Alignment with VSP Vision's Global Innovation Center (GIC):**

VSP Vision's Global Innovation Center (GIC) serves as the organization's forward-looking hub, dedicated to reimagining eye care and eyewear delivery through emerging technologies, new business explorations, and strategic collaborations within the innovation ecosystem.

#### [VSP Vision](#)

The GIC focuses on several key areas:

- **Programs and Featured Work:** Leading initiatives that combine external innovations with in-house expertise to explore and develop new products, services, and experiences.  
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- **Futurist Reports:** Publishing ongoing series that spotlight emerging trends and topics shaping the future of healthcare, vision care, and eyewear.  
[VSP Vision](#)
- **Call to Innovators:** Actively seeking collaborations with startups and technologies to drive forward-looking innovations in health access equity, sustainability, and patient experience.  
[VSP Vision](#)

Recent initiatives include the release of reports on the future of generative AI in healthcare, outlining transformative ways AI will impact the industry, and the future of senses, showcasing innovations redefining sensory experiences.

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Additionally, the GIC, in partnership with MATTER, launched the inaugural VSP Vision Innovation Challenge, calling on startups to submit solutions for enhancing and elevating the patient eye care experience.

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### **Kunal's Alignment with GIC:**

### **Alignment with VSP Vision's Global Innovation Center (GIC):**

Kunal's extensive experience in leading technology-driven transformations, particularly in integrating AI solutions within complex organizational structures, aligns seamlessly with the GIC's mission.

For e.g. [spireinsurance.com](https://spireinsurance.com)

His entrepreneurial background equips him to foster innovation and drive the development of cutting-edge solutions in vision care.

For e.g. his efforts at Aflac's Dental and Vision resume effort for their core platform

Kunal's vision for the role includes leading initiatives that enhance patient experience, elevate clinical care, drive operational efficiency, and foster innovation, which directly aligns with the GIC's focus areas.

His commitment to leveraging technology to drive business success positions him as a strong candidate to contribute to VSP Vision's continued innovation and growth in the field of eye care.

**VSP Vision's Global Innovation Center (GIC) leads several forward-thinking programs and initiatives aimed at transforming eye care and eyewear delivery. Here are some notable examples:**

### **1. Sustainable Eyewear Packaging**

In line with its commitment to sustainability, the GIC collaborated with Los Angeles-based packaging supplier Berkley to develop environmentally friendly shipping packages for Eyeconic® and Visionworks®. These packages are made from 100% FSC-certified recycled corrugated materials, utilize non-toxic ink, and contain zero plastic, ensuring minimal environmental impact. citeturn0search8

### **2. Cultural Competency Training**

The GIC partnered with digital health equity startup HUED to pilot innovative cultural competency training aimed at enhancing the provider network. Following a successful pilot, where 98% of enrolled providers found the training valuable, VSP expanded the course to a wider provider audience in Q4 2024. This initiative supports the goal of cultivating a diverse and inclusive network of doctors that reflects the communities VSP serves. citeturn0search20

### **3. Emerging Technology for Accessibility**

Leveraging its work in accessibility, the GIC developed a comprehensive guide to assist innovators in navigating assistive technologies. The guide offers key insights into the AR-enabled low vision solutions market, promoting inclusive design principles and advancing understanding of low vision and emerging assistive devices. citeturn0search20

### **4. VSP & You Interactive Quiz**

To enhance the pre-enrollment process, the GIC designed an engaging, interactive quiz to educate potential members on the importance of eye care. After a brief game and

questions about behaviors like screen time and outdoor activities, participants receive personalized insights and recommendations to improve eye health. citeturn0search20

## **5. eSports Performance Vision Training**

Recognizing the importance of vision in competitive gaming, the GIC collaborated with Kings Guard, the official NBA 2K League affiliate of the Sacramento Kings, to pilot technology solutions aimed at enhancing gamers' visual performance. This initiative explores the latest in performance vision training to help gamers achieve optimal play. citeturn0search20

## **6. VSP Vision Innovation Challenge**

In partnership with MATTER, the GIC launched the inaugural VSP Vision Innovation Challenge, a global competition to source and support solutions that enhance the eye care patient experience. Startups were selected to receive mentorship and resources, culminating in a final showcase where winners were awarded cash prizes to further develop their innovations. citeturn0search21

These programs exemplify the GIC's dedication to integrating sustainability, inclusivity, and technological advancement into the vision care industry. By leading such initiatives, the GIC continues to drive forward-thinking solutions that enhance patient experiences and promote environmental responsibility.

For a visual overview of the GIC's initiatives, you might find this video informative:

videoSee the VSP Global Innovation Center (GIC) at SXSW 2023turn0search10