Narender Surabhi

#### AI Solutions Architect / Staff Engineer

Okemos, Michigan

## SUMMARY

Innovative AI/ML Engineer with 15+ years in healthcare IT and 9+ years designing, scaling, and operationalizing AI-powered solutions. Proven ability to lead product-oriented AI initiatives, architect end-to-end pipelines, and build agentic AI systems that improve decision-making and reduce costs. Strong track record collaborating across product, engineering, and business teams to deliver high-visibility features and mentor engineering talent.

## SKILLS

**Machine Learning AI:**

* Supervised Unsupervised Modeling
* Anomaly Detection
* LLM Integration
* Retrieval‑Augmented Generation (RAG)
* GenAI Agentic AI
* Bias Drift Monitoring

**Cloud Data Engineering:**

* AWS SageMaker
* AWS Bedrock
* AWS Glue
* PySpark
* Amazon Redshift
* AWS Lambda

**Programming Tools:**

* Python
* PyTorch
* Scikit‑learn
* SQL/PLSQL
* Git
* Docker

**MLOps Deployment:**

* Model Productionization
* Pipeline Automation
* SageMaker Clarify
* CI/CD
* Monitoring Alerting

## EXPERIENCE

**Software Engineer (AI Solutions Architect)**

**Acentra Health**, Okemos, Michigan | 12/2016-Present

* Designed and deployed end‑to‑end AI/ML pipelines for fraud, waste, and abuse detection, boosting detection coverage by 20% and cutting improper claim payments by $15M+ annually
* Engineered real‑time pre‑payment claim review system that increased review efficiency by 30% and enabled proactive fraud intervention
* Built and productionized unsupervised anomaly detection and supervised classification models using SageMaker, PyTorch, and Scikit‑learn, automating eligibility and billing pattern checks
* Developed scalable data pipelines with AWS Glue, PySpark, and Redshift, reducing manual processing time by 20% and handling >17M annual claims
* Implemented LLM‑powered RAG solutions on AWS Bedrock to auto‑generate reviewer insights, shrinking investigation time from three days to same‑day
* Created GenAI‑driven agentic AI system that surfaces and explains emerging provider/member fraud patterns, enhancing transparency and regulatory compliance
* Integrated bias and drift monitoring via SageMaker Clarify, ensuring model fairness and ongoing reliability in production
* Established extensible AI service APIs and documentation to support cross‑team integration and accelerate feature rollout

**Key Initiatives:**

* Program Intelligence – Engineered supervised/unsupervised models for predictive FWA analytics, improving detection accuracy by 15%
* AuditStudio (North Dakota SURS) – Built post‑payment audit scoring pipelines using PCA/KMeans, scaling statewide fraud auditing
* ClaimsSure Product – Deployed predictive and rules‑based ML models for pre‑pay claim validation, reducing false positives and increasing trust

**Senior Associate Consultant**

**Infosys Limited**, Los Angeles, CA | 01/2013-01/2016

* Enhanced healthcare IT platforms to meet CMS and state compliance, raising data throughput by 15%
* Designed and implemented PL/SQL procedures, triggers, and views that streamlined data processing and reduced manual effort
* Coordinated cross‑functional requirement gathering, QA/UAT, and production deployments, ensuring timely delivery of compliant solutions

**Programmer Analyst**

**Syntel Limited**, Pune, India | 01/2010-01/2013

* Developed and extended core TriZetto healthcare enterprise application, improving system reliability
* Automated FedEx eDD integration, cutting manual effort by 40%
* Collaborated with QA and operations teams to resolve production issues and enhance performance

**Programmer**

**Cognizant**, Hyderabad, India | 09/2007-01/2010

* Supported HealthPAS system integration, ensuring seamless credentialing workflow automation
* Implemented scripts to automate credentialing processes, reducing processing time
* Provided maintenance and troubleshooting, maintaining system uptime

EDUCATION

**B.Sc. Mathematics, Physics, Electronics**

Nizam College, Hyderabad, India