Contact

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www.linkedin.com/in/nvlead
(LinkedIn)
agentmp.ai (Company)

Top Skills

Stakeholder Relations

Team Building

Cloud Infrastructure

Publications

Modeling & Solving Stochastic
Programming Problems in Supply
Chain Management using Xpress-SP

Hybrid LP-CP techniques to solve
a Multi-Machine Assignment and
Scheduling Problem

Patents

Advanced Computational Prediction
Models for Heterogeneous Data

AGV Control and Organizing
Inventory Items Using Predictive
Models for Slow Item Types

Interactive machine learning
assistant

Interactive machine learning
assistant

AGV Control and Organizing
Inventory Items Using Stock Keeping
Unit Clusters

Nitin Verma

AI & Technology Executive | CTO / CAIO Leadership | ex-Amazon,
Wharton | Agentic & Physical AI, Robotics, Optimization, Data
Science | Enterprise Platforms & Application Engineering
Greater Boston

Summary

Enterprise AI/ML executive with 25+ years leading transformations
across Fortune 500 companies. Proven track record shaping
and executing AI strategies, scaling global engineering teams,
and delivering platforms that drive measurable business impact.
Empathetic and collaborative leader who thrives in fast-paced
environments, fostering innovation, resilience, and cross-functional
alignment by bridging AI research, full-stack engineering, and
enterprise operations.

► Accomplishments
@The Aspen Group (~$5B ARR, Chicago)
• Head of AI across 5 healthcare brands
- Deployed agentic AI → 8 ARR% reduction
- Built RAG/LLM platforms → 20%+ productivity gains
- Rolled out multimodal GenAI (diagnostics, ambient, IoT)

@Staples (>$10B $ in ARR, Boston)
• Inspired, coached, and led 300 people org (ML/AI, SW eng, data
science, TPMs)
• Envisioned & actualized platforms from scratch, including
- data/compute intensive powering tier1 services
- AI infused/first flagship solutions, platforms, and products
• Led & scaled growth initiatives driving $200M+ incremental profit/yr

@Zulily (~$1.25B ARR, Seattle)
• Reimagined & designed profitable solutions
- enabled ~20% cumulative sales lift

@Amazon (~$100B ARR, Seattle)
• Managed Canada's media ($350M revenue) inventory, driving
- 5% growth through smart buying
• Developed & delivered customer service ($300M budget) plans for

- 1st Kindle Fire, and Chat launches
• Built fulfillment & delivery network design strategy
- presented to S-team, estimated to save $20M/year

@FICO (~$1B ARR, New York)
• Co-developed optimization product with Fair Isaac
- enabled $35M acquisition

► Innovations
Developed cutting-edge models & algorithms (8 patents).

► Invited talks
• Put AI Agents to Work, Chicago (Jul '25)
- "How agenticAI is reshaping work"
• The Google Next 2025 Extended, Chicago (Apr '25)
- discussed "The rise of AI Agents"
• AI Innovators Community, Boston (Sep '24)
- discussed "Who is Really Adopting GenAI?"
• Generative AI Summit, Boston (Oct '23)
- invited to share "Future applications & GenAI landscape"
• Ai4 Summit (Apr '22)
- "Driving Successful Outcomes"
• Toronto ML Society (Apr '21)
- presented "Visual Search"
• Ai4 Summit (Apr '22)
- "Applied Science & Intelligence @ Staples"
• Retail Dive (Feb '20) interview
- "How AI & x-industry intelligence will power the retail experience"
• AI Summit, New York (Dec '19) presentation
- "Science and Intelligence Applied to eCommerce & Retail"
• AI World, Boston (Oct '19)
- discussed "AI for Retail & eCommerce Practitioners"

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Experience

Manifold Systems
Co-Founder
September 2025 - Present (5 months)
Greater Boston

https://agentmp.ai

TAG - The Aspen Group
VP Tech, AI & Innovation
March 2025 - August 2025 (6 months)
Chicago, Illinois, United States

Head of AI for 5 high-growth brands (~$5B ARR). Jump-started Agentic & Enterprise AI-driven transformations.

► AI Strategy
Formulated an AI strategy inclusive of
• organizational learning, training, and hiring
• building of an AI platform to support agentic, generative, and enterprise use-cases

► Agentic Development
Designed lighthouse agentic AI use-cases to drive productivity gains via autonomous decisioning
• revenue cycle & insurance claims management (reduce ARR by 8%)
• supply chain purchase order tracking
• service desks automation

► Generative AI Implementations
Rolled out AI solutions across hundreds of office locations
• X-ray diagnostics enabling augmentation and education
• Ambient AI for automated clinical scribing
• IoT-based detection for preventative maintenance of equipments

Staples
9 years

VP, Digital Solutions: Technology
April 2018 - 2025 (7 years)
Greater Boston Area

Galvanized high-performing ~300 people strong technology organization to enable transformation for Staples (multi-billion $) US and CA business by building intelligent platforms for B2B & B2C e-commerce, multi-channel worldwide marketplaces, and omni-channel experiences.

► Outcomes
Catalyzed profitable growth (multi-hundred million $) via AI-native tech.

- Created seamless user and customer experiences
- Spearheaded monetization & cultural transformations
- Developed enterprise grade advanced distributed decision systems
- Fostered excellence via product innovation & platform capabilities
- Built & scaled a globally diverse, interdisciplinary, engaged, and agile org

► Delivery
- Continual learning & experimentation to recommend the next best actions
- Multi-modal order extraction and customer service knowledge management
- Real-time organic/paid media ad-tech integrations
- Item search/recommendation powering website/mobile
- 3p marketplaces (Amazon, Walmart, Target, eBay, etc.) integrations
- Product matching and content curation engine
- Packaging & shipping, device subscription, and furniture installation services
- Product listing, pricing and inventory platforms
- Competitive bidding, pricing, promotion, bundles, and markdowns platforms
- Assortment optimization via M&A, demand sensing / shaping engines
- Last-mile delivery platform, drivers' mobile app, and middle-mile sortation
- Robotic system & algorithm developments for carts & AGVs
- Omni delivery fees, ordering, warehouse, fulfillment, and visual picking apps
- Recommendation systems and workflow automation
- Responsible AI/ML lifecycle platform

► Expertise
- Lead complete lifecycle, from ideation to production and value realization
- Foster an agile product/platform culture and architectural mindset
- Apply modern languages, engineering principles & frameworks, and practices

Sr Director (Chief Scientist)
April 2016 - April 2018 (2 years 1 month)
Greater Boston Area

Managed & grew a ~80-person team of research & data scientists, analysts, and PMs to build solutions for robotics fulfillment, conversational commerce, demand forecasting, dynamic pricing, targeted promotions, and sourcing optimization. Established analytical & technical rigor in the recruiting and career progression process of scientists and engineers.

► Delivery
- Built promotional analytics solution to yield high-eight-figure in margin
- Developed engines for demand forecasting & dynamic pricing

- reduced inventory by 5%
• Accelerated mid-nine-figure M&A
- used web scraping and text & image based matching
• Developed load balancing & simulation capabilities for robotic fulfillment

► Methodologies
• Computer vision
• Natural language processing
• Mathematical programming / optimization
• Simulation

Zulily
Sr Customer Programs Manager
September 2014 - April 2016 (1 year 8 months)
Greater Seattle Area

Designed (experiment design), tested (A/B testing), and launched profitable customer programs related to shipping, returns, loyalty, and credit card which are expected to drive >$250M incremental revenue (+20% cumulative lift) annually. Led cross-functional teams including research, engineering, product, merchandizing, and operations.

► Delivery
• Launched a customer returns program without impacting profitability
• Sunset a non-profitable shipping program
• Simplified shipping price structure
• Designed and piloted a 'my rewards' program
• Secured $100M+ in funding from Synchrony Financial for credit card
• Launched a payments program

Amazon
7 years 1 month

Sr Instock Manager: Retail
April 2012 - August 2014 (2 years 5 months)
Greater Seattle Area

Led analytical research driven management of Canada's media inventory ($350M in annual revenue, 12M SKUs).

► Delivery
• Drove 5% sales lift by improving in-stock service level (+800 bps)
- accelerated inventory turns by 15% YoY

• Increased buying automation rate (+1000 bps YoY)

- improved underlying forecast accuracy

• Revamped removal strategies for long-tail SKUs

- reduced purchase cost by $5M

- incorporated traffic & gross margins

Capacity Planning Manager: Kindle Worldwide Customer Service
April 2011 - March 2012 (1 year)
Greater Seattle Area

Developed predictive analytics for $100M+ Kindle customer service operations.

► Delivery

• Deployed forecast model for Kindle Fire contacts

- utilized customers' usage pattern and digital content

- Improved contact forecast accuracy (+700 bps)

• Saved $5M in Capex

- determined cross-marketplace staffing efficiency

Sr Research Scientist: Customer Service
August 2009 - March 2011 (1 year 8 months)
Greater Seattle Area

Developed load-balancing models to support dynamic workflow management for $300M customer service operations.

► Delivery

• Led forecasting, planning, and load balancing for 40 worldwide sites

- deployed optimization-based solutions for automated staff planning

• Delivered on CEO mandate of launching chat channel

- reduced wait times on phone by 25% and on email by 50%

Research Scientist: Strategic Planning & Optimization Team
August 2007 - July 2009 (2 years)
Greater Seattle Area

Developed business case (using network flow optimization and supply chain simulation) for executive leadership to save $20M/year through supply chain network re-design.

► Delivery

• Developed order fulfillment network supply chain strategies.

- presented to the S-team

- built an optimization-based framework

- fairly compared end-to-end costs & service across 8 network topologies

- scaled solution by applying Dantzig Wolfe decomposition

• Developed simulation models for managing inventory

- analyzed flows, and service levels for different inventory policies

- evaluated policies that realized economies of scale

- poole inventory and replenished based on aggregate demand

• Supported capacity, inventory, and finance functions

- applied process design & control theory

• Developed activity-based costing at SKU level

- built classification & regression trees per SKU attributes

• Built empirical models to estimate the pallet-case-each mix

- estimated mix for inbound and transfer flows at replenishment centers

FICO®
5 years 3 months

Manager, Operations Research: Dash Optimization
January 2006 - August 2007 (1 year 8 months)
Greater New York City Area

Innovated new capabilities, and grew products, customers, and business.

► Delivery

• Co-developed rules & optimization engine based solutions with FICO

- resulted in $35M acquisition of Dash Optimization

• Developed a Stochastic Programming Engine Xpress-SP

- used for optimizing decisions under uncertainty

- interacted with clients in industry and in academia

- wrote white papers, presented, and managed evaluation and distribution

• Business development

- sought new clients, prospects, evaluators, and OEMs

- built relationship with clients, developed contacts, and obtained leads

- identified market opportunities, and developed new channels of revenue

- conducted talks and seminars on company overview, and demonstrations

- represented Dash at various conferences, forums, and meetings

Sr Operations Researcher: Dash Optimization
January 2004 - December 2005 (2 years)
Greater New York City Area

Led implementation and drove adoption.

► Delivery

• Developed and deployed OR models and solutions for clients

- transportation, airlines, retail, CPG, and manufacturing industries

- e.g. Target, Frito Lay, P&G, Toyota

- understood client's business problems from discussions and specifications

- proposed solution framework, methodologies, and development timelines

- modeled, deployed, documented, supported, maintained, and upgraded

Operations Researcher: Dash Optimization
June 2002 - December 2003 (1 year 7 months)
Greater New York City Area

Pre-sales engagement and customer onboarding to Dash's Xpress-MP product suite

► Delivery

• Conducted performance (hyper-parameter) tuning of algorithms for

- various customer deployments

- industry benchmarking of Dash's optimization product suite

• Evangelized optimization product

- conducted training courses, seminars, and lecture sessions

- organized workshops and web demonstrations.

Education

The Wharton School
Master of Business Administration - MBA, General
Management · (2012 - 2014)

University of North Carolina at Chapel Hill
Master of Science - MS, Department of Statistics & Operations
Research · (2000 - 2002)

Indian Institute of Technology, Madras
Bachelor of Technology - BTech, Chemical Engineering, Operations Research
(minor) · (1996 - 2000)

Jawaharlal Nehru School, Bhopal
 · (1985 - 1996)