

Shubham Raj Gupta

Senior Manager @ EXL Services

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SUMMARY

Experienced AI Product Manager specializing in pioneering innovation at the intersection of advanced AI and financial services. Demonstrated leadership in the end-to-end delivery of Proof of Concepts (POCs) and scalable GenAI deployments for top banking, insurance, and fintech clients. Expert in implementing Agentic AI frameworks—including GenAI solutions with fine-tuning, Retrieval Augmented Generation (RAG), and custom model engineering—to achieve industry-leading accuracy, domain relevance, and operational intelligence. Proficient across the complete AI product lifecycle, from ideation and feasibility to deployment, monitoring, and iterative optimization. Champion of AI governance: consistently establish robust frameworks for ethical AI, regulatory compliance, and risk management in highly regulated sectors. Adept at aligning technical advancement with business strategy to drive efficiency, customer engagement, and sustained competitive advantage.

TECHNICAL SKILLS

- **Programming Languages:** HTML, C++, Python, SQL, Hive, React

Databases: MySQL, Hadoop, Vector DB

- **Microsoft Office:** Advanced Excel, Word, PowerPoint
- **Other Software:** Tableau, Power BI, Streamlit, Airflow, Docker, K8,

KEY SKILLS

- Project Management • Data Mining • Modelling Techniques • SQL • Hive • Data manipulation • LLM • Generative AI
- Project Planning & Costing • Kubernetes • Linux/shell • Agentic AI • Budgeting • Git • Agentic Frameworks
- Business Process • Docker • Data Collection • Data Communication with visualization • LLM Finetuning

PROFESSIONAL EXPERIENCE

Project Manager

Oct '23 - Present

EXL Services (GenAI Solutions)

Gurgaon, IN

US based company majorly focusing in Data Science and AI

- Engineered the Agentic Framework '**Onboarding Assist**' using NLP, Python, & LLMs, accelerating customer onboarding by up to 70%, reducing the process from 20 days to under 5, with adoption by 3 major US banks within 8 months
- Optimized open-source LLMs (~3B & 7B parameters) for entity extraction using **Supervised Fine Tuning & Policy optimization**, achieving equivalent output quality to GPT-4 at one-tenth the cost
- **Enhanced efficiency by implementing RAG architectures**, resulting in improved performance metrics with the utilization of custom logic and Langchain, & Llmaindex frameworks.
- Refined Bi-Encoder & Cross-Encoder models using sentence similarity synthetic datasets, achieving a **30% increase in column selection accuracy** in enterprise databases while significantly minimizing SQL query errors
- Presented and demonstrated GenAI applications to 20+ clients, showcasing capabilities and potential.

Analytics Manager

Jan '23 - Sep '23

EXL Services (GenAI Solutions)

Gurgaon, IN

US based company majorly focusing in Data Science and AI

- Automated data pipelines for LLM, Encoder, & NLP models using Python, SQL, & Airflow, enhancing team productivity & **advancing** research initiatives into production-ready solutions
- **Trained and mentored data scientists**, analysts, and stakeholders in data preparation for GenAI product development, enabling efficient application to their own use cases.
- Assisted VPs in delivering compelling demos for 10+ **Generative AI Applications**, enhancing client engagement and driving successful business partnerships.
- **Implemented a GenAI-powered Complaint Analytics application** with advanced features including topic modeling, emotion and sentiment detection, and attrition insights.
- Engineered an NLP-based topic modeling alert system utilizing **NMF & LDA techniques**, enhancing alert accuracy by 30% for credit card benefit notifications

Analytics Manager

Nov '21 - Dec '22

EXL Services (Client: American Express)

Gurgaon, IN

US based company majorly focusing in Data Science and AI

- Spearheaded the **Smart Monitoring KRLs**(Key Risk Indicator), an alert system of client using **Hive & SQL** for different benefits which saved \$400k for the client in .
- Implemented an NLP-driven topic modeling alert system using **NMF, LDA, & LSA techniques** to boost user engagement & elevate satisfaction ratings by 20% for credit card benefit notifications
- Mentored, facilitated 5 team members and worked along with them to create data life cycle process flow for different **credit card Products**.

Project Manager

Feb '17 - Oct '21

Seed Paper Products LLP

Moradabad, IN

Environmental friendly packaging manufacturing company

- Utilized Linear regression & **Time Series** to project sales outcomes with precision
- Identified market gaps & enhanced product relevance through business analysis & requirements gathering, utilizing **competitor analysis**.
- Conducted **financial analysis** for 1 year, 3 year, and 5 years with Advanced Excel.

Project Controls Analyst

Jul '15 - Jan '17

CB&I (Mc Dermott)

Dubai, UAE

US based Oil & Gas contractor company with more than 40k employees worldwide

- Developed Project Order Report, cashflow curve, Revenue Data, and Progress & Revenue curve with Advanced Excel & Tableau.
- Cost and time analysis of the project planned activities with different data visualization tools.
- Created weekly, monthly reports for client and internal documentation in Excel and Access

Project Controls Analyst

Jan '15 - Jul '15

CB&I (Mc Dermott)

Doha, Qatar

US based Oil & Gas contractor company with more than 40k employees worldwide

- Transformed project progress reporting using **Power BI visuals**, enhancing stakeholder understanding & improving decision-making efficiency

Planning Engineer

Jul '14 - Dec '14

Transgulf ElectroMechanical LLC,

Dubai, UAE

Middle East based EPC contractor company

- Created reports for Project Manager showcasing different project completion percentages.

RECENTLY COMPLETED PROJECTS

Generative AI

- Successfully launched a generative AI application named 'Onboarding Assist', which automates the customer documents ingestion, validates it and generates a structured report for further analysis.
- RAG with SQL- Production grade product ready for generating SQL queries, plots & insights with Natural Language Questions. An accuracy of more than 80% for SQL queries is achieved with complex level queries.
- Finetuning the opensource LLM for custom applications. Finetuning Bi-Encoders & Cross-Encoders Models to fit in a custom application.

Machine Learning / NLP

- Created an unsupervised alert system targeting the highly problematic benefit from customer chats for multiple benefits in Credit Card. For this we used NLP Data Modelling technique called BERT, NMF (Non-negative Matrix Factorization) and represented with Open AI GPT-3.5 turbo

EDUCATION

Executive PGP in Data Science, IIIT Bangalore

May '21 - Jul '22

M. Tech., NIT Warangal

Aug '12 - Jul '14