DEEPAK SINGH MANOLA

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PROFILE SUMMARY

- **IT Sales Expertise**: Over 11 years of experience in **Data Science, AI, Machine Learning, Cloud Services (AWS & Azure), and Generative AI.**
- **Developed scalable Azure OpenAI and Generative AI solutions**, enabling advanced automation, natural language processing, and predictive analytics for enterprise clients.
- **Specialized in building scalable Azure-based cloud services integrated with Generative AI, leveraging Azure OpenAI** to enhance data processing and drive digital transformation.
- **Designed scalable AWS-based solutions** integrating Generative AI to optimize cloud infrastructure, automate workflows, and enhance data-driven decision-making.
- **Leveraged AWS cloud services** to build scalable Generative AI models, improving operational efficiency, data processing, and machine learning capabilities for enterprise clients
- **Technical Acumen:** Adept at navigating complex technical landscapes and translating advanced technologies into tangible business value.
- **End-to-end Sales Management**: Oversees the entire sales cycle from prospecting and lead generation to negotiation and deal closure, ensuring a seamless and efficient process.
- **Industry Experience**: Applied skills across diverse sectors, including **Media & Entertainment, Telecom, Retail & CPG, and Life Sciences & Healthcare, Manufacturing** helping organizations make data-driven decisions.
- **AI & Analytics Expertise:** Deep knowledge in machine learning, natural language processing (NLP), predictive analytics, and generative AI, utilizing tools like PyTorch, GPT, Gemini, BERT, Llama Index, RAG, and Git.
- **Generative AI Lifecycle Management:** Expertise in the entire lifecycle of large language models from the initial training to advanced fine-tuning, including complex model design involving neural network architecture and prompt engineering insights and inform decision-making processes.
- **Exceptional Communication:** Strong interpersonal skills with the ability to engage C-level executives and technical stakeholders effectively.

ACHIEVEMENTS & PROJECTS

- Achieved the **Highest RFX Generation** twice in HCL Technologies Ltd. during FY 2015-16 and 2016-17, generating $50M for a publishing company and $500M for a large publishing company's captive center in India.
- Successfully migrated a government organization's **CMS from Sitecore to Azure AI Search**, improving content discoverability and user experience.
- Migrated **Qlik-based data visualization and reporting services to Microsoft Power BI** within an Azure environment, enhancing scalability, performance, and integration.
- Developed a **Medical Avatar** for a UAE healthcare company, showcased at GITEX, leveraging **Generative AI**, **NLP**, and **Machine Learning** for real-time medical advice and telemedicine support.
- Implemented **Advanced Machine Learning** models for **Telco Customer Churn Prediction** using **Logistic Regression**, **Gradient Boosting**, and **Random Forest**, achieving enhanced accuracy.
- Enhanced **AI SQL Query Generation** through **IA3-based instruction fine-tuning**, optimizing database interactions.
- Improved **Bilingual NLP** with **LoRA** on the **OpenHathi-7B** model, boosting AI performance for **Hinglish instruction-based tasks**.
- Developed a **QA RAG Chatbot App** utilizing **ChatGPT**, **LangChain**, and **Streamlit** for accurate query interpretation and an intuitive user interface.
- Created a **Conversational UI Chatbot App** using **ChatGPT**, **LangChain**, and **Streamlit**, providing personalized user experiences with natural language understanding.
- Built a **Chatbot on Enterprise Data** using **BERT**, **PyMuPDF**, **Torch**, and **Transformers**, improving document parsing and enhancing user interactions

WORK EXPERIENCE

11/2023 – 09/2024
Ludhiana, India

Professional Break
- Took a professional break to complete a **Post Graduate Program (PGP) in Data Science and Business Analytics** from **Great Learning**.
- Pursuing the **AI-ML Blackbelt Program** and **Gen AI Pinnacle Program** from **Analytics Vidhya**.
- Gained **hands-on experience** with **data analysis**, **predictive modeling**, and **AI-driven solutions** through diverse projects.
- Participated in **workshops focused on Generative AI and Cloud Computing**, with an emphasis on **scalable AI deployment**.
- This period significantly **enhanced technical expertise**, equipping me with the **latest tools to drive data-driven decision-making** and **AI innovation.**

06/2023 – 11/2023
Gurugram, India

Manager Growth - Data | AI/ML | Gen AI
Fractal Analytics
- Developed and executed a comprehensive sales strategy centered on Azure platform's
- Data, AI, and Cloud Migration services, driving revenue growth and market penetration.
- Aligned sales strategies with business objectives to maximize ROI and achieve
- business targets.
- Identified and engaged key decision-makers within target organizations to understand
- their business challenges and objectives.
- Presented customized AI, data, and cloud migration solutions, showcasing the value
- proposition of Azure-based services.
- Leveraged expertise in AWS cloud services, data analytics, AI technologies, and cloud
- migration strategies to guide clients through their digital transformation journey.
- Prepared and delivered detailed proposals covering project scope, timelines, and cost
- estimates, ensuring alignment with client expectations.
- Managed the entire sales cycle, from lead generation and qualification to negotiation
- and deal closure, achieving consistent deal success.

11/2022 – 04/2023
Bengaluru, India

Senior Sales Manager - Data Analytics & Cloud Services
Trianz
- Spearheaded IT service sales in Digital Transformation, Cloud Computing, Data &
- Analytics, and Concierto (Trianz's IP-led product), consistently closing high-value deals
- ranging from $25-30M.
- Identified and capitalized on market opportunities, driving substantial revenue growth
- and ensuring business scalability.
- Leveraged technical and sales acumen to customize solutions, enhancing client
- satisfaction and boosting retention.
- Proactively engaged decision-makers through multichannel outreach (cold calling,
- email campaigns, and social media), leading to high-impact deal closures.

01/2022 – 07/2022
Noida, India

Business Development Manager - TMT
HCL Tech
- Identified and pursued new business opportunities in the TMT Industry through
- comprehensive client research, and market trend analysis.
- Cultivated and strengthened client relationships by delivering tailored solutions,
- ensuring alignment with specific business needs.
- Oversaw high-value deals, achieving an average ticket size of USD 20-25 million USD,
- with a focus on cost implementation and strategic resource allocation.
- Generated leads at the CXO and VP level using email campaigns, LinkedIn, ABM
- strategies, and active participation in industry events.
- Managed and executed RFI and RFP responses, including cost implementation plans
- and detailed workshop presentations, resulting in the successful acquisition of new
- business opportunities.
- Presented and facilitated workshops to clients, aligning solution proposals with
- business objectives and ensuring buy-in from key stakeholders.

WORK EXPERIENCE

04/2021 – 01/2022
Bengaluru, India

Senior Sales Consultant - Data & Analytics
Brillio

- Developed and executed a strategic sales plan to promote data analytics solutions to
- target Telecom, Retail/CPG, Pharma Manufacturing & Media Industries and clients
- Worked closely with clients to understand their business needs and challenges
- Proposed tailored data analytics solutions that aligned with clients' objectives
- Prepared and delivered persuasive sales presentations, demonstrating the value proposition of data analytics solutions to potential clients

07/2014 – 06/2019
Noida, India

Associate Manager - TMT
HCL Tech

- Identified and pursued new business opportunities within the Telecom, Media, and
- Entertainment sectors.
- Prepared and delivered compelling proposals and presentations showcasing the
- company's capabilities and value proposition to potential clients.
- Collaborated closely with cross-functional teams, including marketing, product
- development, and customer support, to ensure seamless client onboarding and
- satisfaction.
- Demonstrated a proven track record of meeting or exceeding sales targets.
- Leveraged sales experience in Digital Transformation, Data Science, Business
- Analytics, Cloud Migration, and AI/ML across the Telecom and Media industry.
- Worked on implementing Disruptive Digital Technologies like the Internet of Things,
- Mobility, Data Analysis, Augmented/Virtual and Mixed Reality.

09/2011 – 06/2013
Delhi, India

Customer Relationship Partner
Yes Bank Ltd

05/2008 – 10/2010
Delhi, India

Deputy manager
Kotak Mahindra Bank

CORE COMPETENCIES

Industry Knowledge   # Technical Acumen   # Sales Strategy Development   # Relationship Building
Salesforce Reporting & Dashboard   # Relationship-building   # Solution Selling   # Revenue Generation
Cross-Functional Collaboration   # Strategic Thinking   # Prospecting and Lead Generation
Negotiation Skills   # Continuous Learning   # Salesforce   # Cloud Computing   # Strong analytical skills
Proficient in programming   # Experience with AI   # Data-driven decision making
Knowledge of machine learning   # Expertise in data modeling   # Business Development   # RFP/RFI
Generative AI   # Growth Leader

TECHNICAL SKILLS

- **Machine Learning Algorithms** – **Classification**, **Regression**, **Clustering techniques**, **Neural Networks**.
- **Natural Language Processing (NLP)** – Text Analytics (**TF-IDF**, **Vectorization**, **NLTK**, **Spacy**), **Word Embedding.**
- **Deep Learning** – **Neural Networks**, **Computer Vision** (Image processing), **TensorFlow**, **Keras**.
- **Statistical Methods** – **Hypothesis Testing**, **Principal Component Analysis (PCA)**, **Univariate** and **Bi-variate Analysis**.
- **Data Analysis** – **Pandas**, **NumPy**, Data Visualization (**Matplotlib**, **Seaborn**).
- **Programming Languages** – **Python**, **SQL**.
- **Cloud Computing** – **AWS** and **Azure**.
- **Database Management** – **Relational** and **NoSQL databases** like **MySQL**, **MongoDB** for data storage and retrieval.
- **Business Intelligence Tools** – **Tableau**, **Power BI**.
- **Generative AI** – Expertise in **Generative AI models** such as **GPT-3/4**, **VAEs**, and **GANs**. Proficient in **NLP** tools like **BERT**, **GPT**, **Hugging Face Transformers**, **Llama Index**, and **RAG** (Retrieval-Augmented Generation). Skilled in utilizing **PyTorch**, **Torch**, **TensorFlow**, and **Keras** for **deep learning** and **Transfer Learning** techniques. Strong

understanding of **Neural Network Architectures** and **Prompt Engineering** for optimizing large language models. Experienced in deploying AI models using **Docker** and **Kubernetes**, and integrating models via **APIs** for real-world applications. Proficient in building AI-driven solutions with **Langchain**, **Chainlit**, and **Streamlit**. Capable of document analysis using **PyMuPDF**. Knowledgeable in model fine-tuning techniques like **PEFT** (Parameter-Efficient Fine-Tuning) and **trl** (Transformer Reinforcement Learning Library). Adept in version control and collaborative development using **Git.**

EDUCATION

03/2024 – present India	**Certified AI/ML Blackbelt Program** **Analytics Vidhya**
03/2024 – present India	**Generative AI Pinnacle Program** **Analytics Vidhya**
03/2023 – 03/2024	**PGP-Data Science & Business Analytics** **The University of Texas at Austin- Red McCombs School of Business**
07/2006 – 04/2008 Bengaluru, India	**PGP (Marketing & Finance)** **Indus Business Academy**
07/2002 – 06/2005 Lucknow, India	**English and Economics	Bachelor Of Arts** **Lucknow University**

CERTIFICATES

09/2024	**Fundaments of AWS** **Analytics Vidhya** https://courses.analyticsvidhya.com/certificates/mu6r0ta5yl
08/2024	**Fundamentals of Microsoft Azure** **Analytics Vidhya** https://courses.analyticsvidhya.com/certificates/o2sodwxuu1
09/2018	**Telecom OSS/BSS** **Udemy** https://www.udemy.com/certificate/UC-NFVCUDRD/
05/2021	**AWS Partner: Accreditation (Business)** **AWS** https://www.credly.com/badges/22137076-09d5-4e67-873a-177d974c8567?source=linked_in_profile
02/2024	**Deep Learning with TensorFlow** **Cognitive Class** https://courses.cognitiveclass.ai/certificates/93dc6655cc4c43c19457274a4235eb6d
02/2024	**Big Data 101** **Cognitive Class** https://courses.cognitiveclass.ai/certificates/d18a6e4ecb03499784de6edee438f12c

CERTIFICATES

04/2024   **Applied Machine Learning**
Analytics Vidhya
https://courses.analyticsvidhya.com/certificates/tn2d4qyo4j

04/2024   **Fundamentals of MongoDB**
Analytics Vidhya
https://courses.analyticsvidhya.com/certificates/zpku3j5vdd

04/2024   **Introduction to Generative AI**
Analytics Vidhya
https://courses.analyticsvidhya.com/certificates/iwrmzzszpf

04/2024   **Building End-to-End Generative AI Application**
Analytics Vidhya
https://courses.analyticsvidhya.com/certificates/fnmojy7ksg

04/2024   **Getting started with LLM**
Analytics Vidhya
https://courses.analyticsvidhya.com/certificates/dimori5exe

04/2024   **Building LLM Applications using Prompt Engineering**
Analytics Vidhya
https://courses.analyticsvidhya.com/certificates/ee8p6ybtel

05/2024   **Fine Tuning LLM's**
Analytics Vidhya
https://courses.analyticsvidhya.com/certificates/vgrcw9cdac

HOBBIES

✈ Exploring distant lands   ✔ Getting lost in a good book   📷 Capturing moments   🎛 Feeling the music

⚽ Every kind of sport