

# SUGANYA P

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## AI/ML Consultant | Transitioning into Product Management with Governance Focus

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### Professional Summary

AI/ML Consultant **with 7 years in IT**, now transitioning into Product Management. Over the past 2+ years, I have **delivered AI-driven solutions** in dubbing, recommendation systems, and conversational agents, taking **end-to-end ownership as a freelancer — from design through deployment** — while aligning delivery with senior stakeholders. Alongside building models and services, I managed deliverables and drafted requirement notes, reflecting strong product mindset and governance practice. **Certified in AI Security & Governance and Product Management**; Agile training ongoing. Grounded, detail-oriented, and focused on building **responsible, user-centered AI products** that balance innovation with trust and compliance.

### Core Skills

- **AI/ Product:** Roadmap Planning, Release Readiness, Stakeholder Collaboration, Governance & Compliance, Trade-off Analysis, PRD Drafting
- **AI/ML:** NLP, RAG & FAISS, ASR/TTS, LLM Fine-Tuning (LoRA/Q-LoRA)
- **Technical:** Python, Flask, Docker, API Development, Automation Testing (UFT, Selenium)
- **Methodologies:** Agile, Scrum, CI/CD
  - **Tools :** JIRA , Confluence , ALM

### Work Experience

#### AI/ML Freelancing consultant | Remote | May 2023 – Present

- **AI Dubbing System :** Designed and deployed a multilingual dubbing pipeline (ASR → Translation → TTS → Video Merge). Applied firewall filtering, front-end input checks, and word sanitization to ensure safe, trustworthy translations. Optimized latency and cost by reusing timestamps for TTS mapping, caching API calls, and testing direct translation-to-speech approaches. Outcome: Delivered a reliable, efficient dubbing flow with strong safety guardrails, faster turnaround, and ~70% less manual editing.
- **Book Recommendation Engine :** Designed a recommendation system with AI-Agent automation, RAG + FAISS, and LLM chatbot integration for contextual book suggestions. Applied firewall filtering, governance guardrails, and safety checks to ensure ethical and reliable recommendations. Optimized efficiency by using DB + cache storage, enforcing a 600 API calls/day limit, and reducing latency through retrieval optimization. Outcome: Delivered faster, safer recommendations with ~35% higher relevance in A/B tests, while keeping computational cost under control.
- Developed a **context-aware chatbot:** using RAG reduced hallucinations by ~25% and deliver accurate, contextual responses. Applied **firewalls, safety filters, and re-ranking mechanisms** to strengthen governance and ensure high-quality outputs.Reduced API costs by **batching requests** and optimizing retrieval for efficiency. Outcome: Delivered a scalable, cost-efficient chatbot with **balanced response quality, latency, and compliance**.

- AI Governance & MLOps: Fine-tuned LLMs (LoRA/Q-LoRA) on domain-specific datasets; deployed services with Docker + FastAPI; applied bias/fairness checks and compliance reporting for ethical, trusted deployments.
  - Note: Client details anonymized due to NDA; outcomes reflect my contributions while maintaining confidentiality.

#### **Career Transition & Upskilling | Nov 2019 – May 2023**

- Career break (Maternity | Nov 2019 – Nov 2021).
- Completed Post Graduate Diploma in AI/ML (NIT Warangal) with focus on NLP, LLMs, and deep learning.

#### **UFT Automation Test Lead | GE Healthcare, Bengaluru | Aug 2018 – Oct 2019**

- Led automation testing for biomedical imaging software, improving release stability.
- Built a hybrid UFT automation framework, accelerating validation and reducing test cycle time.
- Optimized CI/CD regression suites, cutting execution time by 30%.

#### **Systems Engineer | Infosys, Bengaluru | Jan 2017 – Mar 2018**

- Automated Oracle EBS workflows, improving accuracy and reducing manual effort.
- Designed test cases for financial modules to ensure compliance.

#### **Associate Software Engineer | Caterpillar Inc., Bengaluru | Aug 2013 – Dec 2016**

- Delivered automation solutions for Oracle EBS workflows supporting global operations.
- Validated contract management processes to ensure accuracy and compliance.

#### **Education**

- **PG Diploma** – Artificial Intelligence & Machine Learning – NIT Warangal – Nov 2021 – May 2023
- **E - MBA** – IT Management – Indian School of Management and Studies , Mumbai
- **BE** – Computer Science and Engineering – Periyar Maniammai Institute of Science and Technology, Thanjavur

#### **Certifications**

- **Product Management Certification** – Simplilearn – September 2025
- **AI Security & Governance Certification** – August 2025
- **Stakeholder Management** – LinkedIn Learning – September 2025
- **Agile Product Management** – In Progress (2025)