

Udit Pathak

AI/ML Architect, Customer Success, CitiusTech Healthcare

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Profile

Results-driven Technology Consultant with a strong ML operationalization background and a track record of leading revenue-generating projects. MBA from IIM Lucknow, offering strategic insights for team collaboration and client interactions. Expert in data analysis, delivering impactful tech solutions to optimize operations. Skilled in end-to-end DSLC, use case identification, rapid prototyping, and scaling model development. Applied skills in diverse industries: Payers, Providers, Medical Devices, e-Governance, Sales Consulting, and Telecom.

Education

Master of Business Administration, Indian Institute of Management, Lucknow Apr 2020 – May 2022 | Noida Campus, IN
• **Dissertation:** National Digital Health Mission Policy: Contextual Analysis Using Cross-National Comparison

B. Tech - Electronics and Communications Engineer, Aug 2011 – Jun 2015 | Bhimtal, IN
Birla Institute of Applied Sciences

Professional experience

CitiusTech Healthcare Pvt. Ltd., AI Architect Sep 2021 – present | Bengaluru, India

Denave India Pvt. Ltd., Senior Software Engineer Dec 2019 – Sep 2021 | Noida, India

VCare Corporation, Build Release Engineer Apr 2018 – Dec 2019 | Noida, India

PIT Ventures Pvt. Ltd., Technical Consultant Aug 2017 – Apr 2018 | Lucknow, India

Tata Consultancy Services Limited, Systems Engineer Jul 2015 – Jul 2017 | Noida, India

Techno-management consulting:

- Led client kick-offs, ensuring clear communication of service scope, approach, and next steps for heightened satisfaction and successful project outcomes.
- Demonstrated expertise in capturing and consolidating high-priority use cases, developing comprehensive roadmaps, and providing valuable business perspective to streamline processes, enhance project timelines, and support stakeholders.
- Collaborated with clients to identify pain points, drive adoption, generate increased revenue, and improve satisfaction through innovative solutions and industry best practices.
- Educated clients on industry best practices, optimizing efficiency, and achieving successful project outcomes.
- Successfully managed multiple client engagements and portfolios, exceeding expectations, driving revenue growth, and delivering efficient and successful project outcomes.
- Designed and documented robust solutions for on-cloud and on-premises requirements, delivering efficiency and successful project outcomes.
- Demonstrated exceptional situation management and negotiation skills, collaborating with stakeholders to ensure successful project outcomes and optimize process management.
- Built and managed teams for 6+ projects, showcasing exceptional team management skills, fostering growth and development, and driving successful outcomes.
- Organized and led hiring drives for quality engineers, facilitating seamless collaboration, achieving recruitment goals, and managing a team of professionals.
- Implemented resource allocation optimization strategies, ensuring profitability management, maximizing resource utilization, and streamlining processes.
- Achieved a remarkable 95% on-time delivery rate and generated a total revenue increase of \$2.5M by successfully managing multiple projects over 18 months.
- Delivered compelling technical presentations, resulting in a significant 50% increase in successful sales conversions.
- Coordinated with cross-functional teams to streamline processes, gather necessary information and resources, and reduce project timelines.

Projects:

• Swiss-American Pharmaceutical and Medical Device Company - MLOps Platform Integration on AWS

Collaborated with a leading eye care products company to enhance their existing web app solutions for assisting surgeons. Leveraged expertise in cloud technologies to design, develop, and integrate an MLOps platform on AWS, enabling data-driven decision-making and improving accuracy and efficiency. Resulted in increased customer satisfaction and higher revenue.

• Fortune 500 American Medical Device Company - Sales Model for Diabetes Regulatory Med Device

Worked closely with a prominent medical device company to develop a sales model for a diabetes regulatory med device. Leveraged cloud technologies and MLOps to streamline the sales process, resulting in faster turnaround times and improved customer satisfaction. The robust solution improved customer retention and sales revenue, integrating seamlessly with existing systems and processes to enhance efficiency and profitability.

• Ministry of External Affairs, IN - Passport Seva Project Release Management and Consulting

Collaborated with the Ministry of External Affairs under TCS to lead major and minor releases for the Passport Seva Project. Utilized expertise in automation and DevOps to contribute to the build, release, and deployment team, achieving seamless and timely releases. These efforts improved the overall performance and functionality of the platform, while providing insights on best practices for release management and DevOps, further streamlining the release process.