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| **UDIT PATHAK** | | | | | | | | Indian Institute of Management Lucknow - Wikipedia |
| Customer Success, CitiusTech Healthcare | | | | | | | |
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| **Summary** | | | | | | | | |
| * As a Solutions Architect with a strong ML operationalization background, I've led multiple successful projects that delivered on-time and increased company revenue. With an MBA from IIM Lucknow, I possess a strategic understanding of business operations that allows me to contribute across teams and client interactions. My expertise in data analysis and agile methodologies, such as Scrum and Kanban, enable me to identify trends and deliver impactful technology-driven solutions that improve operations. | | | | | | | | |
| **Professional experience** | | | **Designation** | | **(~8 years)** | | | |
| CitiusTech Healthcare Pvt. Ltd. | | | AI Architect | | September ‘21 - Present | | | |
| Denave India Pvt. Ltd. | | | Senior Software Engineer | | December ’20 – September ‘21 | | | |
| VCare Corporation | | | Build Release Engineer | | April ’18 – December ‘20 | | | |
| PIT Ventures Pvt. Ltd. | | | Technical Consultant | | August ’17 – April ‘18 | | | |
| Tata Consultancy Services Limited | | | Systems Engineer | | July ’15 – July ‘17 | | | |
| **Management Consulting:**   * Conducted successful client kick-offs to provide a clear understanding of the professional services scope, approach, and next steps, resulting in increased client satisfaction and successful project delivery. * Demonstrated expertise in capturing and consolidating high priority and long-term use cases to develop comprehensive roadmaps, resulting in increased efficiency and successful project outcomes. * Provided business perspective support to technical consultants, client developers, and third parties throughout the implementation process, resulting in streamlined processes and improved project timelines. * Collaborated with clients to identify pain points and ideate solutions for improving the adoption of offerings across different projects, resulting in increased revenue and improved client satisfaction. * Educated clients on industry best practices and key business requirements, resulting in increased efficiency and successful project outcomes. * Successfully managed multiple client engagements and portfolios of engagements simultaneously, resulting in increased revenue and improved client satisfaction. * Designed and documented solutions for on-cloud and on-premises requirements for multiple clients, resulting in increased efficiency and successful project outcomes. * Demonstrated exceptional situation management and negotiation skills, collaborating with stakeholders at all levels to resolve issues and achieve successful project outcomes. * Optimized process management for user stories, reducing risks, bottlenecks, and increasing efficiency, resulting in improved project timelines and increased client satisfaction. * Built and managed teams for 6+ projects, starting from MVP level with team sizes ranging from 2-10, showcasing strong team management skills and the ability to lead teams to deliver successful project outcomes. Additionally, organized and led hiring drives for quality engineers, showcasing excellent communication skills and the ability to collaborate with cross-functional teams to achieve recruitment goals.   **Projects:**   * **Swiss-American Pharmaceutical and Medical Device Company - MLOps Platform Integration on AWS**   As an MLOps Solution Architect and Consultant, we collaborated with this company specializing in eye care products to enhance their existing webapp solutions for assisting surgeons. Leveraging my expertise in cloud technologies, I designed, developed and integrated an MLOps platform on AWS to enable the company to make better decisions. The platform improved decision-making accuracy and efficiency, leading to increased customer satisfaction and higher revenue.   * **Fortune 500 American Medical Device Company - Sales Model for Diabetes Regulatory Med Device**   In my role as an MLOps Solution Architect and Consultant, we worked closely with this company to develop a sales model for a diabetes regulatory med device. Utilizing my knowledge of cloud technologies, I created a robust solution that improved customer retention and sales revenue. The model leveraged MLOps to streamline the sales process, resulting in faster turnaround times and improved customer satisfaction. The cloud-based solution also allowed for seamless integration with the company's existing systems and processes, further improving efficiency and profitability.   * **Ministry of External Affairs - Passport Seva Project Release Management and Consulting**   As a Release Manager and DevOps Engineer, we collaborated with the MEA under TCS to lead major and minor releases for the Passport Seva Project. My expertise in automation and DevOps allowed me to efficiently contribute to the build, release, and deployment team. Through my efforts, the project was able to achieve seamless and timely releases, improving the overall performance and functionality of the platform. I also offered insights on best practices for release management and DevOps, which further streamlined the release process. | | | | | | | | |
| **Education** | | | | | | | | |
| **Degree/Certificate** | **Institute** | | | | | **Year** | **Score** | |
| MBA | Indian Institute of Management, Lucknow | | | | | 2022 | 6.26/10 | |
| PGD in Data Science | IIIT, Bengaluru | | | | | 2020 | 3.2/4 | |
| B. Tech (ECE) | Birla Institute of Applied Sciences, Bhimtal | | | | | 2015 | 67% | |
| HSC | St. Joseph’s College (ISC), Allahabad | | | | | 2010 | 79% | |
| SSC | St. Francis’ College (ICSE), Lucknow | | | | | 2008 | 87% | |