

Prateek Kunwar

Manager

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Sattva Anugraha, Vijaynagar, Bengaluru - 560079



Executive Summary

Seasoned Manager with **eight years of experience** in **team leadership, project delivery, and operational strategy**. Possess strong **strategic planning** abilities, coupled with the capability to coordinate operational initiatives for maximum efficiency. Proven track record of driving **process improvements**, enhancing productivity, and implementing innovative solutions. Skilled in building strong relationships across all levels of an organization to achieve business goals.

Education

Indian School of Business (ISB), Hyderabad

Advanced Management in Business Analytics
(2021 - 2022)

IIM Indore

Integrated Program in Business Analytics (2019 - 2021)

KIIT University, Bhubaneswar

Bachelor of Technology (2014 - 2018)

Certifications

- OpenAI Certified
 - Building Your Own Database Agent using Generative AI
 - Agentic AI Certification
 - Prompt Engineering for Developers
 - Certified RASA Developer
 - Automation Anywhere Advanced RPA Professional
 - Liveperson Certified Professional
 - Kore AI Advance Certification
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Skills

Technical Leadership

Generative AI, Large Language Models (LLMs), Prompt Engineering, Conversational AI, Conversational Design, Python, RASA, Automation Anywhere, UI/UX (Figma, Miro)

Executive Management

Budget Management (\$2M+), Go-to-Market Strategy, Cross-Functional Leadership, Digital Transformation

Operational Excellence

Process Optimisation, Stakeholder Management, Data-Driven Decision Making, Change Management

Work Experience

Deloitte

Manager, Strategy and Operations

2025 - Present

- Orchestrated comprehensive AI product strategy across sales and customer service divisions, managing a \$2.1M annual budget and overseeing 4 concurrent generative AI model deployments, delivering 15% under budget.
- Pioneered enterprise-wide scaling of NLP sales optimization engines, expanding user adoption by 200% and maintaining a 40% lead conversion rate through predictive analytics.
- Architected and implemented a C-suite reporting framework for AI ROI measurement, integrating SAP analytics and business intelligence dashboards to drive data-driven strategic decision-making across 5 departments.
- Led implementation of Kore AI conversational platform for Private Indian Bank Contact Center, managing end-to-end deployment of intelligent virtual assistants to enhance customer service operations and streamline contact center workflows.
- Spearheaded the development and production deployment of a generative text model for sales teams, boosting client targeting accuracy by 25% and increasing sales conversions by 40% through advanced NLP analytics and machine learning algorithms.
- Engineered an AI-powered SAP query interface that automated 15,000+ monthly data requests, delivering actionable insights via interactive data visualization dashboards.
- Led diverse cross-functional teams (Engineering, Data Science, UX) in designing and deploying robust data integration pipelines, optimizing ETL processes and reducing data latency by 30%.

Deputy Manager, Strategy and Operations

2022 - 2025

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HSBC

Senior Analyst, Business Consulting

2021 - 2022

- Drove operational excellence initiatives by identifying process inefficiencies, eliminating 20% redundant workflows and achieving \$500K in annual cost savings through process optimisation.
- Designed and implemented a productivity dashboard for 500+ users utilising business intelligence tools, resulting in 35% improvement in task efficiency and informed business decision-making.

Accenture Solutions Pvt Ltd.

Senior Software Engineer

2018 - 2021

- Developed a custom Excel-to-XML automation tool, significantly reducing manual workload by 200 hours/month and enhancing data processing efficiency.
- Deployed 15+ conversational AI chatbots (RASA/Dialogflow), handling over 10K+ monthly customer interactions with 90% user satisfaction.

Awards and Recognitions

ACE Award

Honored for exceptional contributions to key projects and outstanding performance in delivering impactful business outcomes, demonstrating consistent excellence in professional execution.

Tech Star Award

Recognized for significant achievements and innovation in technology, particularly for pioneering solutions and driving technological advancements that yielded measurable improvements and strategic value.