

HARI JAISWAL

AI Transformation Leader | Enterprise Agile & AI Strategy | M.Tech AI/ML, BITS Pilani

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PROFESSIONAL SUMMARY

AI Transformation Leader with 20+ years in enterprise IT, currently leading AI transformation for a 70+ associate organization at TCS. **Unique career arc:** progressed from software engineering through Agile coaching at enterprise scale (80+ person org, 20 teams, 30% velocity improvement) to AI/Data Engineering and now AI Transformation leadership, backed by an M.Tech in AI/ML from BITS Pilani and 7 production-quality portfolio projects. Hands-on practitioner of agentic AI tools (Claude Code) and deeply versed in Multi-Agent Systems architecture. Proven ability to drive large-scale technology transformations in Fortune 500 environments across healthcare, banking, and hi-tech. Currently designing and executing comprehensive AI training programs and AI adoption strategies, with expertise spanning from individual AI assistants to multi-agent orchestration.

KEY ACHIEVEMENTS

- **Leading AI transformation for 70+ associates at TCS**, designing and executing comprehensive AI training programs to uplift organizational AI readiness and drive enterprise-wide AI adoption
- **Transformed Agile capabilities for 80+ person organization** at UHG/Optum, coaching 20 cross-functional teams, achieving 30% sprint velocity improvement and 25% cycle time reduction
- **Won TCS AI Jury Choice Award** in company-wide AI hackathon, demonstrating applied AI innovation capabilities
- **Completed M.Tech in AI/ML from BITS Pilani** with dissertation on Autonomous Tool Discovery using Reinforcement Learning and Model Context Protocol (MCP)
- **Trained 100+ professionals** in Agile methodologies through workshops, hands-on coaching, and training programs
- **17+ years with TCS serving Fortune 500 clients** (Microsoft, Vanguard, Deutsche Bank, United Health Group) across healthcare, banking, and hi-tech domains

CORE COMPETENCIES

AI & ML

Multi-Agent Systems, Agentic AI
 RL, NLP, RAG, LLMs, GANs, MCP
 Claude Code, GitHub Copilot
 Python, TensorFlow, PyTorch
 MLOps, MLflow, DVC, Docker

Transformation & Leadership

Enterprise Agile Transformation
 Change Management at Scale
 Stakeholder Management
 Cross-functional Program Delivery

Frameworks & Tools

Scrum, SAFe, Kanban, DevOps
 CI/CD, TDD, BDD
 JIRA, Confluence, Rally
 Streamlit, FastAPI, scikit-learn

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS)

October 2006 – Present (19+ years)

AI Transformation Lead

September 2025 – Present

Client: UHG/Optum (Healthcare) | Leading AI transformation initiative for 70+ associates

- **Spearheading enterprise-wide AI transformation initiative** for 70+ associates, driving the strategic vision for organizational AI adoption and maturity uplift
- **Designing and executing a comprehensive AI training program** covering generative AI, prompt engineering, agentic AI tools (Claude Code), AI-assisted development, and responsible AI practices to build organization-wide AI fluency
- Identifying and prioritizing high-impact AI use cases across business functions, including multi-agent system architectures for complex workflow automation, creating roadmaps for AI integration into existing processes

- Establishing AI governance frameworks and best practices, ensuring responsible AI adoption aligned with organizational standards and compliance requirements
- Measuring and reporting AI adoption metrics (training completion, tool usage, productivity improvements) to leadership, demonstrating tangible ROI of transformation initiatives
- **Hands-on practitioner of agentic AI tools (Claude Code) and Multi-Agent Systems**, leveraging deep practical experience to credibly guide teams on next-generation AI capabilities including autonomous agents, tool orchestration, and AI-assisted software engineering

AI and Data Engineering Lead

November 2023 – August 2025

Client: UHG/Optum (Healthcare) | AI Engineering Management

- Led data engineering initiatives and AI solution implementation, driving strategy for effective data governance across teams
- Applied generative AI and machine learning techniques to enhance operational efficiencies and project outcomes for enterprise clients
- Championed AI-aware Agile practices, integrating AI tools into development workflows to accelerate delivery and improve code quality
- Leveraged AI coding assistants (Claude Code, GitHub Copilot) and ML frameworks (RAG, MCP) to build innovative solutions

Agile & DevOps Coach / Enterprise Transformation Lead

April 2019 – October 2023

Client: Deutsche Bank (Banking) | 80+ person organization | 20 cross-functional teams

- **Spearheaded enterprise-wide Agile transformation** for 80+ person organization, coaching 20 teams through waterfall-to-Agile transitions with measurable outcomes: 30% sprint velocity improvement, 25% cycle time reduction
- **Designed and implemented Agile maturity assessment framework** using data-driven metrics (surveys, heatmaps, team interviews) to diagnose organizational readiness and guide targeted improvement strategies
- Led Scrum of Scrums (SoS) and Nexus coordination across multiple teams, systematically resolving cross-team dependencies and accelerating integrated delivery
- Trained 100+ professionals through workshops, seminars, and 1:1 coaching on Agile, Scrum, DevOps, CI/CD, and organizational change management
- Partnered with senior stakeholders to align transformation initiatives with business objectives, earning recognition from UHG/Optum leadership for program delivery excellence

Scrum Master / Agile Project Manager

March 2011 – March 2019

Clients: Russell Investments (Investment Banking), Vanguard (Financial Services)

- Managed Scrum delivery for multiple project teams (7-9 members each), facilitating all ceremonies and driving continuous improvement through retrospectives and metrics analysis
- Coordinated cross-geography delivery between India and USA teams, managing technical dependencies across distributed development environments
- Implemented comprehensive Agile metrics and reporting (burn-down charts, velocity tracking, sprint reports) providing leadership with transparency and actionable insights

Development Lead

October 2006 – February 2011

Clients: Microsoft (Hi-Tech)

- Led 12-member engineering team in design and delivery of web-based advertisement campaigns for Fortune 500 companies, delivering 8 major campaigns across Pune and USA

Prior Experience

Sr. System Analyst — Nihilent Technologies (Jul 2004 – Sep 2006) | **System Dev. Officer** — AESSeal India (Jul 2003 – Jul 2004) | **Developer Analyst** — Resonance (Feb 2002 – Jul 2003)

AI/ML PORTFOLIO PROJECTS

GitHub Portfolio: [harijaiswal29.github.io/portfolio](https://github.com/harijaiswal29)

Autonomous Tool Discovery System (M.Tech Dissertation)

- Pioneered autonomous tool discovery through Reinforcement Learning and Model Context Protocol (MCP), achieving 50.33% task completion with 7.5% improvement over baseline. Technologies: Q-Learning, DQN, FastAPI, NLP, NetworkX

RAG Financial Chatbot *(Enterprise AI Application)*

- Built Retrieval-Augmented Generation chatbot for financial Q&A with advanced techniques: chunk merging, adaptive retrieval, BM25 search, guardrails. Technologies: Streamlit, Vector Databases, LLMs

MLOps Pipelines *(Production ML Infrastructure)*

- Two production-grade MLOps projects: (1) DVC + Azure Blob Storage pipeline for model versioning and reproducibility, (2) Fashion MNIST pipeline with automated EDA, LIME/SHAP explainability, Optuna hyperparameter optimization, MLflow monitoring, and drift detection

Advanced Deep Learning Research *(GANs & Autoencoders)*

- Comparative studies: (1) WGAN-GP, SNGAN, SAGAN on CIFAR-10 (best FID 35.1), (2) PCA vs. autoencoder feature extraction achieving 0.989 cosine similarity. Technologies: TensorFlow, Keras, PyTorch

EDUCATION

M.Tech in Artificial Intelligence and Machine Learning

2023 – 2025

BITS Pilani | Dissertation: Autonomous Tool Discovery using RL and MCP

MCA — IGNOU | **PG Diploma in Advanced Computing** — C-DAC, Pune | **BCA** — MCRP University

CERTIFICATIONS

Agile & Delivery

CSM, CSP, CSPO — Scrum Alliance
Scrum@Scale Practitioner — Scrum Inc.
SAFe 4 Certified Agilist — Scaled Agile
OKRs — PMI

AI, Cloud & DevOps

Generative AI Fundamentals — Google Cloud
LLMs, Responsible AI — Google Cloud
DevOps Foundation — DevOps Institute
Cloud Computing Foundation — EXIN

DOMAIN EXPERTISE

Healthcare (UHG/Optum — deep experience) | **Hi-Tech** (Microsoft) | **Banking & Finance** (Deutsche Bank, Vanguard)