UTPAL BHADRA

AI Solutions Consultant · Discovery, Process & LLMs · MSc Artificial Intelligence

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PROFILE

AI Solutions Consultant with an MSc in Artificial Intelligence and 7+ years of IT and consulting delivery for Dutch and international clients. I lead client discovery and process mapping, run stakeholder workshops, and turn business challenges into practical AI and automation solutions — backed by ~2 years of hands-on ML and Generative-AI (LLMs, RAG, agents) and strong Python. Comfortable advising senior stakeholders and shaping roadmaps across product and engineering teams.

CORE SKILLS

Languages	Python, R, Java, C, MATLAB, SQL
Machine Learning / AI	Machine Learning, Deep Learning, NLP, Generative AI & LLMs, RAG, Reinforcement Learning
Data & Analysis	NumPy, pandas, scikit-learn, statistical modelling, data visualization, vector search (pgvector)
Engineering	FastAPI, PostgreSQL, Docker, Kubernetes, CI/CD, Git, observability & monitoring, Agile / Scrum
Platforms & Tools	Azure, Splunk, Temporal, Pega, Unity, Blender, Webots, SUMO, ROS
Strengths	Stakeholder discovery & workshops, process mapping, client delivery, coaching & mentoring

FLAGSHIP OPEN-SOURCE PROJECT

Velaris — AI-Assisted BPM & Case-Management Platform | Creator & Maintainer — github.com/Velaris-App-OS

Python, FastAPI, Temporal, PostgreSQL/pgvector, React

- Built a self-hosted platform integrating multiple LLM providers (Ollama, Claude, OpenAI, Gemini, Mistral) with a sovereignty-first, consent-gated design.
- Implemented semantic search and retrieval-augmented, citation-backed case Q&A using PostgreSQL + pgvector vector similarity.
- Developed AI-assisted triage with risk scoring and human-verification gates, plus Whisper speech-to-text and a live semantic knowledge graph.
- Engineered async Python 3.12 / FastAPI services with Temporal (BPMN 2.0) workflows, event sourcing, Docker Compose and Helm/Kubernetes deployment.

PROFESSIONAL EXPERIENCE

Infosys | Consultant — Network Congestion Management | CoE — Jun 2026 – Sep 2026

- Built the application front-end on Pega Constellation and used Pega Blueprint to design and generate a new Network Congestion Management solution.
- Configured case lifecycle, data models and decisioning logic, and supported stakeholder adoption in an Agile/Scrum team.

Infosys | Consultant — Pega Cloud Migration | Telenet Group — Jan 2025 – Jun 2026

- Delivered recommendations and actions derived from the Pega Cloud Readiness Tool to support a seamless migration.
- Ran end-to-end database-migration analysis with custom SQL queries, using readiness-report insights to ensure system compatibility.
- Managed real-time data extraction from Pega to external systems via Kafka — topic configuration and Kafka-server integration with Pega applications.
- Reconciled data between Pega and a Snowflake data warehouse using BIX extracts to ensure end-to-end data integrity.
- Delivered user stories to the Customer Decision Hub (CDH) team, aligning with decisioning and personalization goals.

Infosys | Consultant — Virgin Media | Liberty Global Project — Jul 2024 – Dec 2024

- Delivered quality product as a Certified Senior System Architect within a customer-service framework.
- Implemented Generative-AI features in the application using agent conversation with customers.

CGI | Consultant, Delivery & Management — Customer Service Application | CoMetec — Jun 2023 – Jun 2024

(Uitvoeringsorganisatie Sociale Regelingen Metaal en Techniek)

- Acted as delivery lead and primary client contact, owning the customer-service application end to end — business analysis, requirements, key decisions, delivery and maintenance for the insurance domain.
- Automated incoming-email processing by subject matter and drove case handling from log-file data.
- Integrated back-end APIs and used Business Intelligence Exchange (BIX) to extract daily workloads in Azure.

CGI | Product Owner — AR/VR Innovation Project | Rabobank Dec 2022 – Mar 2023

- Built a 3D innovation model of Rabobank Utrecht (Blender + Unity) for an AR/VR sustainable-investment experience.
- Gathered and exchanged client requirements and demonstrated outcomes to stakeholders.

CGI | Assistant — Master Class: Pega Low-Code/No-Code Sep 2022 – Nov 2022

- Coached team members, developed and demonstrated POCs, and prepared colleagues for certification.

Capgemini | Associate Consultant — Recommendation Engine | Cox Communications May 2019 – Aug 2019

- Contributed to a recommendations engine using Pega decisioning for a new product launch.
- Structured the database and analyzed Splunk data to shape decisioning activities.

Capgemini | Associate Consultant — Group IT (L&D) Candidate Onboarding Process Dec 2018 – Apr 2019

- Delivered rule development, requirement analysis and UI/UX work across client applications.
- Built field values and data transforms and converted business activities into data transforms.

Capgemini | Associate Consultant | Sanofi S.A. Apr 2018 – Nov 2018

- Handled rule development and requirement analysis, and contributed to UI/UX for both existing and new areas of the application.

Capgemini | Associate Consultant | Vodafone Oct 2017 – Mar 2018

- As a junior developer, created field values and data transforms and converted activities into data transforms.

EDUCATION

MSc, Artificial Intelligence & Robotics — University of Hertfordshire, UK (2019 – 2021)

- Advanced-research project on synchronized precision movement in multi-agent fleets for traffic management, using Python 3.8, OpenStreetMap, Webots and SUMO — collision avoidance, agent speed/position control via sensor data, and 3D modelling (VRML97 / OpenGL).

B.Tech, Computer Science & Engineering — Bankura Unnayani Institute of Engineering, India (2012 – 2016)

- Project: face recognition in a parallel-computing environment (C, MPICH2, MATLAB) applying K-Means and PCA to low-light image processing.

CERTIFICATIONS

- **AI & Generative AI** — AI Fluency: Framework & Foundations, Claude 101, Claude with Amazon Bedrock, Claude Code in Action, Introduction to Model Context Protocol (Anthropic Education, 2026); AWS Partner: Agentic AI Essentials (AWS)
- **Pega** — Certified Senior System Architect (CSSA), Certified System Architect (CSA)
- **Data & Streaming** — Data Streaming Engineer Foundations (Confluent / Apache Kafka)
- **Other** — NLP Essentials, Process AI Essentials, Voice AI, Robotic Process Automation, Cloud Essentials, Pega CLM & KYC Foundation, Pega Call

LANGUAGES & MEMBERSHIP

- English — Native / Professional · Dutch — A2 (improving) · Hindi — Fluent · Bengali — Native
- Member, British Computer Society (BCS)