Avneet Singh

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Summary

Consulting professional with 5+ years of experience translating **complex** and **ambiguous** business problems into structured data-driven solutions across telecommunications, healthcare, and Insurance. Proven expertise in **data analytics** and **visual storyboarding** – distilling technicals into clear business narratives for stakeholders and CXOs. Strong **AI/GenAI** proficiency, including **Traditional AI**, **LLM Orchestration**, and **Agentic system design** in marketing and growth ecosystems – **customer acquisition**, **churn**, **demand forecasting**, and **network optimization**.

Professional Experience

Accenture Strategy & Consulting | Decision Science Consulting | Gurugram **Jun 2025 – Present**

*Structure and lead **data** & **AI-driven problem-solving** for global client engagements, from stakeholder discovery through solution design and delivery*

Network Optimization and Development Engine – *for a leading US Telco*

- Led end-to-end **solution architecture design** and **product development** for network demand/session forecasting, quantifying the **impact** of investments in **network expansion** and **infrastructure optimization** across the U.S., supporting **capacity planning** and **market-readiness**
- **Owned product roadmaps** and **CXO-facing pitch deck** across multiple transformation phases – **expanding scope** from Impact forecasting to network optimization through **Site Rationalization & Load Balancing** (Phase 2) and **through sequential site-action pathways** (Phase 3)
- Architected an **Autonomous Agentic Site Recommendation Engine** and scalable **execution frameworks** for network optimization scenarios – Network Expansion, Asset Optimization, and Network Rationalization – reducing nationwide processing time from **~1 week to 8 hours** and accelerating scenario turnaround for business-critical decisions
- **Led stakeholder engagements** to understand business needs and to build product **governance frameworks**, aligning stakeholders to product vision and priorities; Deconstructed business requirements to **define Latency and Accuracy as key performance drivers**

Agentic AI Lead Management Platform – *Internal Agentic AI B2B Marketing Asset*

- Architected a reusable, horizontal **Agentic AI platform** for end-to-end B2B lead management and engagement, authoring comprehensive **requirement documentation –** wireframes, user stories, and system architecture – translated into a scalable, phase-wise delivery roadmap
- Bridged **business intent** and **technical execution** by defining functional constraints and a data strategy for the platform, driving adoption of **Pydantic (data integrity)** and **LangGraph (modular orchestration)** to optimize downstream lead-conversion workflows
- **Led feature discovery** and **structural design** for an automated Proposal Builder tool – a mid-of-sale engagement automation – as a **next business-viable addition** to the platform; the tool synthesizes existing outputs and sales conversations to generate a Proposal Deck, helping **convert an RFP into a full-fledged** consulting engagement with **a leading Thai telecom service provider**

Autonomous Business Prospecting Engine – *POC for a UK Logistics Giant*

- Defined AI/ML led growth strategy for a multi-agent prospecting system in **D2C Logistics -** a system synchronizing CRM data with real-time market signals (e.g., D2C brand tie-ups) – to automate high-intent outreach, structuring success metrics around **conversion** & **acquisition cost**
- Spearheaded rapid **LLM feasibility testing –** optimizing the solution cost & capability requirements – translating results into a roadmap

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Optum Global Solutions (India) Private Limited (UHG) | Associate Data Scientist | Noida **Jul 2021 – Feb 2024**

*Owned **enterprise AI/ML data products** across marketing, growth, and healthcare – from analysis through executive reporting*

Marketing & Customer Acquisition Optimization: *$13M in Combined Annual Savings*

- Drove analytics to identify high-acquisition-cost prospects for highly targeted campaigns by designing a **stack of propensity models** (Random Forest, XGBoost, CatBoost), **Savings of $4M** in annual marketing spend and optimizing the target audience for Medicare & Retirement catalog
- Led a **data enrichment** and **de-duplication** initiative using NLP and text mining across 40 million marketing records, saving an additional $9M annually and improving data quality for downstream growth analytics

MLOps & Automation Frameworks: *Enterprise-wide governance and efficiency Products*

- Designed an **end-to-end MLOps framework** on Databricks automating Dev-to-Prod model deployment, MLflow versioning, and Power BI dashboards, enabling enterprise-wide monitoring and reporting for Senior engineering stakeholders
- Build **a custom AutoML wrapper** (PyCaret, sklearn, and Hyperopt) with Bayesian optimization, scaling model benchmarking & optimization

AI-Powered Healthcare Systems: *POCs, $5B in Projected Claims Savings*

- Engineered a model for **chronic disease sequencing**, projecting to save **$5B in claims** and presenting a case for a shift to preventive care
- Built an **LLM-orchestrated system** (SciSpacy and medBERT) to analyze diagnostic notes and generate CMS-recommended care plans, closing care gaps and readmission risks for at-risk patients

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Xceedance Consulting India Private Limited | Risk Analyst | Gurugram **Jul 2019 – Jul 2021**

Led product strategy and delivery, transforming manual risk operations into automated, data-driven workflows

Resource Performance & Productivity Platform

- Owned implementation strategy, feature prioritization, and roadmap for a productivity analytics and dashboarding platform, driving a **30% increase** in overall team productivity through data-backed resource allocation

Customer-Aligned Automated Reporting Engine

- Served as strategic product owner and led stakeholder interactions (Underwriters to P&C Insurer in the UK) to translate business requirements into technical features and recalibrate the product roadmap based on feedback, bridging client requirements with internal delivery and **improving reporting accuracy by 30%**

Education

MBA (PGPX) – ***Indian Institute of Management, Ahmedabad (IIM-A)*** *| India* **2024 – 2025**

Master of Arts in Economics – ***Ambedkar University Delhi*** **|** *India* **2017 – 2019**

Bachelor of Arts (Honors) in Economics – ***SGTB Khalsa College (University of Delhi)*** **|** *India* **2014 – 2017**

Extra-Curriculars

- **Owned a full-service restaurant**, *overseeing marketing and generating repeated customer orders,* **achieving 30% revenue growth**
- **Ran a full-scale student accommodation,** *overseeing marketing, consumer experience, P&L oversight, and growth,* **achieving a retention rate of 60%**
- **POR:** Held key roles including **President** (Economics Society – SGTB), **Treasurer** (PGPX Student Activity), and **Core Member** (PGPX Technology Club)
- **Interests: Avid Cyclist** (pedalled **5000+ KMs** across NCR, Ahmedabad, and Chandigarh), **Badminton enthusiast**, and **a Poet** (penned **100+ poems**)