

VIBHUTI BUDKI

Wipro Limited

Professional Summary

Accomplished Technology Strategist bringing 17 years of experience achieving ambitious goals in challenging IT environment with a passion for delivering innovative automation solutions that drive business growth and enhance user experience. Possessing a unique blend of technical proficiency, strategic acumen, exceptional customer interaction capabilities, and strong communication skills. Deep expertise in AI, Machine Learning, and Generative AI concepts with hands-on experience applying these concepts within the context of automation solution development. Seeking avenues to develop revolutionary solutions and products that have a profound impact and bring substantial value to the world. Organized, dependable and successful at managing multiple priorities with a positive attitude.

Recent Accomplishments

- Launched AI based copilots across various themes in Application Managed Services space leading to higher productivity and effort saving.
- Orchestrated the successful launch of our very first Generative AI based solution in January 2024, exceeding initial adoption targets by 20% and garnering positive user feedback.
- Received Stellar Performance award for outstanding innovation in the AI Solutions space.
- Implemented an AI-driven automation solution leading to 70% reduction in manual effort for ticket data analysis with a significant boost in overall efficiency.
- Successfully navigated the uncertainties surrounding Generative AI during a critical juncture, providing strategic viewpoints that continue to stand the test of time. Proud of the foresight demonstrated in shaping discussions on the optimal path forward amidst the evolving landscape of Generative AI.

Work History

Wipro – Managing Consultant

01/2019 - Current

- Spearheading the development of custom applications (copilots) using Large Language Models, Multimodal FMs, Retrieval Augmented Generation (RAG) and methodologies like LangChain, LlamaIndex.

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📍 Bangalore, India

Skills

- Artificial Intelligence (AI)
- Machine Learning (ML)
- Natural Language Processing(NLP)
- Generative AI (Gen AI)
- Large Language Models (LLM)
- Prompt Engineering
- Industry Trends & Emerging Technologies
- Technology Integrations
- Requirements gathering
- Business process improvement
- Data analysis
- Market research and analysis
- Stakeholder communication
- Wireframing and prototyping
- Cross-Functional Collaboration

Education

Indian Institute of Management Ahmedabad

Ahmedabad, Gujarat

Master of Business Administration
Candidate

2024-2026

Guru Nanak Dev Engineering College

Ludhiana, Punjab

Bachelor of Technology: Electronics &
Communication Engineering

2003-2007

- Expertise in prompt engineering, refinement and integrating LLMs and MLOps into AI solutions.
- Experience with embeddings, vector databases like chromadb and text splitting techniques.
- Developing comprehensive product roadmaps, guiding product development from conception to launch, and ensuring alignment with organizational goals and vision. Developing detailed roadmaps to drive strategic initiatives
- Proficient in conducting thorough market research on AI and industry specific trends, and identifying right use cases and opportunities where artificial intelligence and machine learning can solve specific needs.
- Led the conceptualization, development, and successful launch of a Machine Learning-based ticket analysis solution, resulting in an impressive 70% reduction in manual efforts for ticket data analysis.
- Tailored a cloud-based Automation Lifecycle Management solution using Azure DevOps, enhancing tracking and adoption of automation initiatives across the organization.
- Spearheaded automation initiatives, optimizing processes and workflows, resulting in an average of 30% increase in operational efficiency for diverse clients.
- Led the design and implementation of intelligent chatbot solutions, enhancing customer interactions and achieving a 40% improvement in user satisfaction metrics for one of our banking domain clients.
- Applied ML algorithms to address complex business challenges, such as developing a classifier solution for ticket routing and recommendation system for possible resolutions to issues reported for one of our manufacturing clients.
- Formulating and executing strategic plans for clients, aligning technology solutions with business objectives, and ensuring seamless integration of automated processes.
- Defining key success metrics, monitoring performance, and implementing data-driven strategies to optimize user experience, satisfaction, and identifying areas for improvement.
- Developing and delivering presentations for large, diverse audiences, demonstrating a deep understanding of in-depth technical concepts and communicating product value propositions effectively.
- Collaborating with multidisciplinary teams, fostering effective communication and ensuring successful implementation of technical solutions.
- Building and maintaining strong client relationships, providing technical guidance and support throughout project lifecycles.
- Staying abreast of industry trends and emerging technologies, ensuring the application of the latest advancements in automation, chatbots, and AI space.

Certifications

- AWS Certified Machine Learning - Specialty
- Generative AI with Large Language Models - DeepLearning.AI
- Google Certified - Cloud Digital Leader
- Google Cloud Skill Badge - Generative AI Fundamentals

Wipro - Program Manager

01/2015 - 12/2018

- Directed the PMO Track for a critical account, overhauling the program governance model and achieving customer satisfaction, project excellence, and a net 20% increase in revenue through T&M programs within 7 months.
- Established a robust SLA-compliant delivery structure, resulting in a 16% increase in operational margin and zero penalties.
- Played a pivotal role in transforming customer sentiment from 'Detractor' to 'Promoter' across two major engagements at Wipro.
- Cultivated trust and nurtured strategic partnerships with key customers.
- Led the technical transition track for a major healthcare client, facilitating e-bonding between two ITSM Platforms and implementing self-help and self-heal automation solutions for end-users.
- Demonstrated a profound understanding of enterprise systems and infrastructure concepts, encompassing hardware, networking, operating systems, storage, data center operations, and the cloud ecosystem.

Wipro - Technical Consultant (BSM)

02/2010 - 12/2014

- Successfully spearheaded a complex ITSM platform migration project (BMC Remedy to ServiceNow ITSM) with zero severity 1 and severity 2 defects post go-live.
- Responsible for consulting, design, implementation, and support of Business Service Management solutions encompassing enterprise discovery, monitoring, event management, configuration management, performance reporting, IT service management and automation.
- Provided strategic consulting to clients in various industries, specializing in IT management tools, including ServiceNow, HP NNMi, and HP Operations Manager.
- Conducted thorough assessments of clients' IT infrastructure, offering tailored solutions to optimize service delivery and enhance overall operational efficiency.
- Led the successful implementation and customization of ServiceNow, resulting in improvement in incident resolution times.
- Provided expertise in system monitoring and automation, utilizing tools such as HP NNMi, NA and OMi, leading to reduction in system downtime.

HCL - Senior Specialist

08/2007 - 02/2010

- Implementation and support of IT management tools like erstwhile HP (now Microfocus) NNMi, Performance Insight, Operations Manager, Client Configuration Manager, Network and Server Automation, Business Process Monitoring, Real User Monitoring, SiteScope, Microsoft SCOM, SCCM, Nagios, Solarwinds Orion etc.

- Focusing on monitoring and performance reporting of both infrastructure and applications.

