



Deepanker Koul

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Summary

ML engineer and AI policy contributor with 8 years of experience building and leading systems at scale across procurement, contracts, and IT operations. Led GenAI product transformations, LLM fine-tuning for enterprise deployment, and collaborated with international researchers and global business units to translate emerging research into scalable solutions.

Professional Experience

Senior Software Engineer | Hitachi Vantara | Bengaluru

- Led the ML development of Hitachi iQ, Hitachi's upcoming AI infrastructure platform. Defined ML roadmap, setup tools and processes for development and deployment and involved in hiring for ML team.
- Fine-tuned multiple Large Language Models (LLMs) for enterprise use cases on the Hitachi iQ platform.
- Adapted and integrated models from other Hitachi companies enabling knowledge reuse and faster time-to-value.

Staff Engineer - ML | Zycus | Bengaluru

- Spearheaded migration of flagship invoice product to Generative AI architecture, driving cost reduction through token-efficiency and architectural redesign. Reduced tenant onboarding time and expanded product coverage.
- Drove development of contract-intelligence product from proof-of-concept to production, reducing architectural complexity by 75%, doubling detection accuracy, and slashing training time from days to hours.
- Drove organization-wide adoption of engineering best practices, reducing escalations and new-hire ramp-up time.
- Redesigned OCR services, future-proofing the platform for engine upgrades, enabling multiple downstream products.
- Pioneered organization-wide cloud-storage (S3) enablement from the AI side, authoring documentation, running knowledge-transfer sessions, and co-designing a multi-region architecture complying with local data regulations across geographies.

Associate | Cognizant | Pune

- Joined the R&D division as its youngest member; represented Cognizant in a research collaboration with process-mining researchers at Fraunhofer FIT (Germany) and presented work directly to the company's Global CTO.
- Built a process-mining discovery solution using the Heuristic Miner algorithm, improving accuracy by over 60%.
- Delivered enterprise AI solutions for global clients, including an automated support-ticket classifier for a global pharmaceutical firm reaching 90%+ accuracy across 35+ categories, and an ITSM system expanded to 16 languages via zero-shot NLP.
- Developed tools for exploring AI in regulated and trust-sensitive domains:
 - privacy-preserving anomaly-detection using federated learning (enabling model training on sensitive, distributed data) and
 - custom ML-explainability solution to support client transparency and regulatory discussions.

Education

- **B.Tech (ECE)** – *DIT University, Dehradun*
- **PGP in Public Policy** – *Takshashila Institution, Bengaluru*

Accomplishments and Awards

- Multiple Zycus Award for Innovation, Agility and Customer Focus - (Team), 2024 and (Individual), 2021.
- Selected for Cognizant's Orbit Shifter program that identifies top candidates from campus hires.
- Contribution to AI Governance Whitepaper issued by Takshashila Institution.
- Discussant for 2026 NAST Conference, Bangalore organised by Takshashila Institution.
- Multiple annual promotions and accelerated career track at both Cognizant and Zycus.

License & Certifications

Oracle Cloud Infrastructure 2024 Generative AI Certified Professional (June 2024)
Microsoft Certified: Azure Data Scientist Associate (June 2021)
TensorFlow Developer Certificate (Dec 2020)
Lean Six Sigma Green Belt, KPMG (Jan 2016)

Co/Extra-curricular

- Students' Judicial Councillor (SJC) for PGPM, responsible for conducting all student elections and dispute redressals in accordance with IIM-A Student Constitution
- Winner of Manthan 2026 Case Competition held at IIM-A.