



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

Jun 2025-Mar 2026

- Established the ML function for Hitachi iQ, Hitachi's enterprise AI infrastructure platform. Defined the ML roadmap, built the tooling and pipelines for ML development and deployment, and hired across ML, data engineering, and software roles.
- Developed the platform's first production ML capability: anomaly detection for the enterprise block storage business and monitoring pipeline for proactive identification of performance degradation and infrastructure failure.
- Built an end-to-end LLM fine-tuning and training-data pipeline (Qwen, Phi, Gemma), automating training across GPUs and GPU slices and evaluating size-configuration trade-offs to select production deployments on performance-versus-cost.
- Onboarded and adapted models from other Hitachi group companies enabling cross-business-unit knowledge reuse.

Staff Engineer - ML | Zycus | Bengaluru

Jun 2021-May 2025

- Led the GenAI transformation of flagship invoice product; drove cost optimisation through token efficiency and architectural redesign, cut tenant onboarding from months to weeks, and expanded product coverage past 90%.
- Led an 8-member team delivering a contract lifecycle management solution with 60+ AI services for Fortune 500 clients, improving client efficiency and compliance; took the contract-intelligence product from proof-of-concept to production.
- Reduced monthly cloud infrastructure spend by 15% through ML pipeline and deployment optimisation; redesigned OCR into a vendor-agnostic, plug-and-play platform, cutting processing time by 80% and future-proofing multiple downstream products.
- Drove organisation-wide multi-region cloud storage enablement for ML products. Fixed configurations issues, led documentation efforts and ran knowledge-transfer sessions for other teams across the organisation.

Associate | Cognizant | Pune

Nov 2017-Jun 2021

- Selected among Cognizant's top 5% of campus hires ("Orbit Shifter") to join the R&D division as its youngest member; represented Cognizant in a research collaboration with process-mining researchers at Fraunhofer FIT, Germany, and presented the work directly to the company's Global CTO.
- Built a process-mining discovery solution using the Heuristic Miner algorithm, improving accuracy by over 60%, supported by a browser plugin capturing real-time user activity for automated process mapping.
- Delivered multiple ML 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 extended to 16 languages via zero-shot NLP.
- Built tooling for AI in regulated and trust-sensitive domains: privacy-preserving anomaly detection using federated learning, enabling model training on sensitive distributed data without centralisation, and a custom ML-explainability solution.

Education

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

Accomplishments and Awards

- Graduated PGP in Public Policy "with Merit"; programme certificate awarded by the Chief of the Air Staff, Indian Air Force.
- Contributed industry expertise to Takshashila's AI Governance whitepaper & published in tech policy newsletter Technopolitik.
- Selected as discussant panellist at the 2026 NAST technology-geopolitics conference, Bengaluru.
- Recognised for accelerated advancement across organisations, multiple annual promotions at Cognizant and Zycus.
- Zycus Employee Awards in 2024 for leading the GenAI transformation, and in 2021 for the contract management product
- Winner of Manthan 2026 Case Competition held at IIM-A.

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.
- Policy hackathons on "reducing judicial backlog" and "mitigating El Niño impact on Indian agriculture".
- Policy research project on regulatory design to address governance challenges posed by AI diffusion.