

PRIYANKA BISWAS, Ph.D.

AI Engagement Leader | Enterprise AI Delivery & Program Leadership
Los Angeles, CA | Contact: prikabiswas.github.io/#contact
linkedin.com/in/pri-biswas | github.com/PriyankaBiswas | prikabiswas.github.io

PROFESSIONAL SUMMARY

AI engagement and delivery leader with 15+ years taking enterprise AI programs from executive discovery through architecture, deployment, UAT, and adoption. Ph.D. linguist turned delivery leader — technically fluent enough to challenge enterprise architects on RAG design, agent orchestration, and conversational AI, and credible with executive sponsors translating those decisions into business outcomes. Scaled a delivery organization from 2 to 14, governs distributed US and India engineering teams, and builds reusable engagement frameworks that shorten time to value for Fortune 500 clients.

CORE COMPETENCIES

Engagement & Delivery: Client Engagement Management, Delivery Governance, Steering Committees, Scope & Roadmap Planning, SOW & Estimation Input, Risk and Dependency Management, UAT Strategy, Executive Reporting, Stakeholder Management, Change Management & Adoption

Enterprise AI: Generative AI, AI Agents, Agent Orchestration, RAG Systems, Conversational AI, NLP & NLU, Digital Twins, Supply Chain AI, Model Evaluation, Responsible AI, AI Strategy & Roadmapping

Platforms & Integrations: ServiceNow, Microsoft Teams, OpenAI API, Jira, ClickUp, Confluence/SharePoint, Slack, GitHub

Technical: Python, SQL, Jupyter Notebook, Google Colab, A/B Testing, KPI & OKR Design, Analytics Dashboards

Leadership: Team Building & Scaling, Coaching & Mentoring, Global and Offshore Delivery Coordination, Hiring & Onboarding, Cross-Functional Alignment, Executive Communication

Languages: English, Bengali, Hindi, Basic Spanish

PROFESSIONAL EXPERIENCE

AI Engagement Lead

KAPI Advisors — Texas/Remote | Mar 2025 – Present

- Lead enterprise AI engagements end to end — discovery, solution shaping, delivery planning, UAT, and adoption — serving as the primary point of accountability to client executive sponsors.
- Direct cross-functional delivery of AI agents, digital twins, and enterprise GenAI solutions, aligning architecture decisions with business outcomes and client adoption goals.
- Own the engagement operating rhythm: steering committees, executive communications, client demonstrations, risk and dependency management, roadmap planning, and delivery governance.
- Coordinate distributed US and India engineering teams, establishing execution plans, prioritization, and cross-workstream dependency management.
- Built reusable engagement assets — UAT strategy, executive reporting templates, governance documentation, feedback analysis, and delivery playbooks — standardizing delivery quality across engagements.
- Interview and onboard AI engineering talent, scaling delivery capacity as the practice grows.

Director of Product Operations (ML)

Espressive — Santa Clara, CA | Oct 2022 – Oct 2024

- Owned end-to-end delivery of enterprise AI agent programs for an enterprise customer base — from scoping and roadmap through deployment, adoption, and ongoing optimization.
- Scaled the organization from 2 to 14 (including 2 managers) across Conversational AI analysis, business intelligence, and dialog content; partnered with HR to build tailored career growth plans for each vertical.
- Ran cross-functional delivery across Engineering, Product, Customer Success, Sales, and Marketing — defining roles, unblocking dependencies, and reporting program risk and status directly to the executive team.
- Served as escalation point for customer-facing delivery issues, resolving conflicts and aligning compliance and security requirements with business needs to drive targeted feature development.
- Built KPI and evaluation dashboards that drove resource allocation and delivery prioritization; defined OKRs that reduced project turnaround times by 15–30%.

- Analyzed platform adoption, feature engagement, and competitive positioning in the GenAI market to guide product differentiation and roadmap investment.

NLP Content Lead

Expressive — Santa Clara, CA | Mar 2020 – Oct 2022

- Partnered with ML/QA engineers, data scientists, DevOps, and Customer Success to translate customer insights into shipped product features across technical and business teams.
- Established MLOps practices for model deployment and evaluation, improving release consistency and reducing project turnaround time by 15%.
- Led development of analytical tooling that automated data annotation, quality checks, and reporting, cutting manual effort across the delivery pipeline.

Associate Linguist

Google (via InfoObjects) — Mountain View, CA | May 2019 – Mar 2020

- Enhanced NLU models through semantic enrichment, improving classifier performance and accuracy.
- Led large-scale data curation using Python and SQL to regenerate training datasets and optimize model performance.

Computational Linguist

Apple (via Zen3 Infosolutions / Tech Mahindra) — Cupertino, CA | Jan 2019 – May 2019

- Diagnosed and resolved speech system failures, driving a 20% improvement in ASR accuracy.
- Supported localization efforts and trained junior linguists, conducting peer reviews of speech data integration into the codebase.

Computational Linguistics Project Manager

Central Institute of Indian Languages — India | Sep 2008 – May 2009

- Led multilingual corpus development and annotation tool programs, owning delivery timelines, data quality, and database curation.
- Recruited, mentored, and managed a cross-functional team spanning data collection, annotation, UX, and technical writing; supervised prototype development and interface benchmarking.

Computational Linguistics Intern

Microsoft Research India | 2006, 2008

- Built a 102K-word corpus for the ILOST Hierarchical Tagset project; designed linguistic rules, annotation guidelines, and usability experiments, contributing to research publications.

EARLIER ACADEMIC EXPERIENCE

- **Lecturer**, Department of Linguistics, University of California San Diego (Apr 2017 – Dec 2018) — designed and taught NLP-focused courses; led and trained 9 teaching assistants.
- **Senior Research Associate**, Department of Psychology, UC San Diego (Jun 2018 – Sep 2018) — fieldwork, surveys, and interviews contributing to published research.
- **Ph.D. Researcher**, Department of Linguistics, University of Southern California (Sept 2009 – Dec 2016) — 9 peer-reviewed publications and 15 conference presentations; designed psycholinguistic experiments in Python with multivariate analysis.

EDUCATION & CERTIFICATION

- Generative AI for Natural Language Processing — Great Learning, 2024
- Ph.D., Linguistics — University of Southern California, 2016
- M.A., Psycholinguistics — University of Southern California, 2011
- M.Phil., Linguistics — University of Delhi, India, 2006
- B.A., Linguistics — Sanskrit College, University of Calcutta, India, 2004

TEACHING, SPEAKING & COMMUNITY

- Guest Faculty — Conversational AI Applications in Business, MBA Program, IIM Kozhikode, 2024
- DataCon LA — volunteer and MeetUp organizer
- Black Belt Karate Instructor (volunteer)