

BHARTI DUBEY

AI & Agentic Automation Architect | Multi-Agent Systems | Intelligent Automation | Enterprise AI Governance
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PROFESSIONAL SUMMARY

AI & Agentic Automation Architect with 10 years designing and delivering enterprise-grade intelligent systems at scale. Deep expertise in **multi-agent architecture, Model Context Protocol (MCP), RAG pipelines, Intelligent Automation and agentic orchestration** — with **30+ AI agents and 15+ agentic solutions delivered, governing 2,000+ production automations** across healthcare and enterprise domains. Proven track record building AI governance and COE frameworks, leading vendor/platform evaluation (Azure OpenAI, Claude, UiPath-native LLMs), and partnering with cybersecurity and compliance teams on Responsible AI in regulated environments. Strong foundation in LangChain, LangGraph, UiPath Maestro, and cloud-native AI services — directly transferable to enterprise agent platforms Orchestrate. Track record of C-suite engagement, RFP leadership, and measurable ROI delivery.

TECHNICAL SKILLS

Agentic AI & Multi-Agent Systems	Multi-Agent Architecture, Agent Orchestration, MCP (Model Context Protocol), LangChain, LangGraph, UiPath Maestro/Agent Builder, Azure AI Foundry, Microsoft Agent Framework, HILP, Context Grounding
GenAI & LLM	RAG Pipelines, Prompt Engineering, Model Evaluation, Azure AI Search, Azure OpenAI, Claude (Anthropic), Cursor, LLM Integration & Vendor Evaluation, MLOps
AI Governance & Responsible AI	AI Governance Frameworks, Model Risk Classification, Human-Oversight Design, IT/Data Compliance (HIPAA), Audit & Explainability
Automation Platforms	UiPath Suite, Power Automate — cross-platform orchestration experience
Intelligent Document Processing	Document Understanding, Generative Extractor, OCR, NLP, IXP, Azure AI
Development	Python, C#, .NET, REST/SOAP APIs, MySQL, Elasticsearch
Architecture & Delivery	Enterprise Solution Architecture, COE Framework Design, Technical Roadmap, Digital Transformation, Pre-Sales, RFP Leadership
Integrations	SAP, Salesforce, ServiceNow, Jira, OutSystems, Azure DevOps, Power Apps

PROFESSIONAL EXPERIENCE

PERSISTENT SYSTEMS

Oct 2024 – Present

Agentic AI Solution Architect

- Architected and delivered 30+ AI agents and 15+ agentic AI solutions in under 16 months — building multi-agent systems with orchestration (LangGraph, UiPath Maestro), RAG pipelines, and MCP-based tool integration — reducing manual processing time 40%+ across client programs.
- Designed end-to-end Denied Claims Processing and Appeals & Grievance triage platforms integrating Context Grounding, Human-in-the-Loop governance, and Intelligent Document Processing — cutting revenue leakage and manual case handling time 50% for a major US healthcare payer.
- Authored enterprise AI architecture blueprints and a Responsible AI / COE governance framework adopted across 3+ business units — standardising multi-agent design patterns, model risk classification, and human-oversight checkpoints; reduced new solution delivery time 30% across a team of 8+ developers.
- Led RFPs and executive demos evaluating Claude (Anthropic), Azure OpenAI, and UiPath-native LLMs against enterprise agent platforms — defining technical roadmaps and securing C-suite buy-in for 3+ Agentic AI digital transformation programs.
- Partnered with cybersecurity and AI governance teams to enforce Responsible AI, data privacy, and IT compliance standards (HIPAA/CMS) across all production agentic deployments in regulated healthcare environments.
- Drove cost optimisation and platform/vendor evaluation across the automation and GenAI tooling stack — assessing build-vs-buy decisions for multi-agent orchestration and enterprise AI platforms.

NETLINK SOFTWARE

Nov 2019 – Oct 2024

Senior Technical Lead — Intelligent Automation

- Delivered 50+ end-to-end automation and AI solutions over 5 years, leading a team of 10+ engineers across UiPath, Power Automate, SAP, Salesforce, ServiceNow, and Jira — driving enterprise digital transformation across BFSI, healthcare, and operations.

- Architected and governed 500+ production bots (2,000+ across career) with full L1/L2/L3 operational ownership; built a centralised AI-powered monitoring tool with auto-remediation — reducing unplanned downtime 40%.
- Designed a reusable component library and COE governance framework — establishing organisation-wide solution design standards adopted across all new automation projects, reducing average development effort 25%.
- Led change management and stakeholder engagement for enterprise automation rollouts; mentored 30+ engineers and BAs in automation architecture, Agile delivery, and AI integration principles.
- Received Certificate of Appreciation for delivery quality, team leadership, and automation program outcomes.

TECH MAHINDRA

Mar 2019 – Oct 2019

Senior Developer — Intelligent Systems

- Designed and deployed automation solutions end-to-end in Agile sprints — requirements, solution design, development, UAT, and documentation for enterprise BFSI clients. Applied BPM-oriented process analysis, reducing rework 20%.

COGNIZANT TECHNOLOGY SOLUTIONS

Sep 2016 – Mar 2019

Developer

- Built 20+ automation solutions for BFSI and healthcare Fortune 500 clients — applying process analysis to design reusable components across complex enterprise workflows.

KEY PROJECTS

Denied Claims Processing — Multi-Agent Orchestration Platform

Stack: Multi-Agent Architecture, MCP, RAG, Context Grounding, HILP

Architected an end-to-end agentic solution coordinating specialised agents that analyse denial reasons, apply remedial actions, complete appeal forms, and integrate with health records and payer portals — significantly reducing manual claims processing time and revenue leakage for a major US healthcare payer.

Case Triage (Appeals & Grievance) Management — Agentic AI

Stack: Multi-Agent Systems, Document Understanding, HILP, Action Center, CMS

Designed an agentic solution capturing requests across channels; extracted case details via IDP; classified and routed via coordinated AI agents; generated CMS-compliant determination letters with full human-oversight checkpoints — cutting average case handling time 50%+.

AI Governance & COE Framework — Enterprise Rollout

Stack: Responsible AI, Model Risk Classification, Architecture Blueprints

Authored and rolled out an enterprise AI governance and Centre of Excellence framework across 3+ business units, standardising agentic design patterns, human-oversight requirements, and model risk classification — adopted by 8+ developers as the org-wide standard.

GenAI-Powered Intelligent Document Processing (IDP)

Stack: Document Understanding, Generative Extractor, OCR, Azure AI, SAP, Salesforce

Built a GenAI-powered IDP solution automating extraction of high-volume, varied document types using AI-based OCR, classification, and validation workflows — improving document processing accuracy 35%.

AI-Powered Self-Healing Bots & Centralised Monitoring

Stack: Self-Healing Automation, Orchestrator APIs, LLM, ServiceNow

Built self-healing automation that detected and resolved failures in real time, paired with a centralised monitoring tool tracking 500+ production workflows with AI-driven auto-remediation — reducing unplanned downtime 40%.

CERTIFICATIONS

✓ UiPath Certified Agentic Automation Associate

✓ Microsoft Certified: Azure AI Fundamentals (AI-900)

✓ UiPath Certified RPA Solution Architect

✓ UiPath Advanced RPA Developer (UiARD) v1.0

Additional: UiPath Maestro · UiPath Agent Builder · Automation Anywhere Advanced RPA Professional V11

EDUCATION & AWARDS

Bachelor of Engineering

Rajiv Gandhi Proudlyogiki Vishwavidyalaya, Bhopal · 79.5% · 2016

Certificate of Appreciation — all 4 employers, for delivery quality & leadership

Trained 30+ professionals in agentic AI & automation architecture