ANIRUDH K

Program Management | AI Implementation & Client Delivery | Business Operations

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EXPERIENCE

IQOL Technologies Pvt. Ltd. — Jun 2026 – Present
Program Management Intern | Growth & Program Strategy — Bengaluru
AI Voice & Client Implementations

- Own **AI voice-agent implementation** for real-estate clients across two business units — client requirements, knowledge enrichment, prompt preparation, testing and deployment sign-off.
- Built a repeatable implementation workflow — requirement verification, prompt versioning, issue logging, retest, regression check, sign-off — that both business units and the vendor now work off.
- Set up a **three-stage QA process**: conversation-logic and domain testing that turns flaws into actionable issues, independent re-verification for regressions, then joint acceptance before deployment.
- Designed and built an **internal CRM for AI implementations** — projects, testing stage, prompt versions, issues, fixes, owners, deadlines and sign-offs — in place of tracking scattered across Excel and Docs.
- Ran AI calling operations across **26,124 Vault call attempts** (6,589 connected, 688 qualified) and **15,851 AllDoors leads** at ~71% pickup, using call outcomes to separate agent failures from lead-quality problems.
- Built the **38,919-contact** outreach database from ~39 fragmented sources and negotiated bulk messaging from **₹0.60 to ₹0.30 + GST** per message on a 150,000-credit purchase.

Glispro — Jun 2025 – Aug 2025
Business Operations Analyst — Manufacturing

- Traced recurring delays in logistics and operational workflows back to specific team handoffs.
- Built the Excel reporting management reviewed — workflow status, throughput and exceptions.

RV University Placement Cell — 2024 – 2025
Corporate Affairs Coordinator | Student Placement Team — Bengaluru

- Coordinated recruiter, student and placement-team requirements across concurrent hiring drives.
- Kept one tracker for recruiter outreach, follow-ups and hiring stages; reported status weekly.

UHRS — Oct 2023 – Jun 2024
AI Data Annotation & Relevance Evaluator

- Search relevance and data labelling against defined quality guidelines for AI training data.

EDUCATION

RV University — 2024 – 2026
MBA, Artificial Intelligence & Data Science | CGPA **9.00 / 10** | Academic Excellence Scholarship (₹1.5 lakh) — Bengaluru

Sadhana College
B.Com. (Full Time) — Bengaluru

PROJECTS & RESEARCH

Service Delivery & Adoption Optimization in a Multi-Stakeholder Ecosystem — Excel, Power BI, Python

- Mapped a multi-stakeholder service workflow and found the handoffs delaying turnaround time.
- Built a KPI framework and Power BI model — responsiveness, verification TAT, completion and adoption rates — and proposed standardised follow-up against the gaps it exposed.

Operational Impact Assessment of Agentic AI in SME Workflows — MBA Dissertation

- Compared human and AI-run financial workflows on cost, throughput and error rate through a **10,000+ scenario Monte Carlo simulation** in Python.
- Used ROI and sensitivity analysis to locate the break-even point for automation investment.

SKILLS

Program & Operations: Program Management, Client Implementation, Process Design, Stakeholder Coordination, Workflow Analysis, QA & Issue Management, KPI Tracking, Root Cause Analysis

Analytics & Technology: Excel, Power BI, Python, SQL, Data Analysis, Statistical Analysis, Data Visualization

AI & Tools: AI Voice Agents, Prompt Engineering, AI Workflow Design, Microsoft Azure, Notion

CERTIFICATIONS

Microsoft — Excel Expert (MO-211), Azure Fundamentals (AZ-900), Azure AI Fundamentals (AI-900) · Marketing Analytics Foundation, Meta · Python for Everybody, University of Michigan