

TUSHAR SINGHAL

AI Architect & Strategic Consultant | Generative AI · ML · Enterprise AI Platforms | Telecom & Banking



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EXECUTIVE SUMMARY

Technology leader with 15+ years of experience driving digital transformation across telecom, mobile, web, and enterprise platforms, including leadership roles at STC Kuwait. Expert in GenAI strategy, ML architecture, MLOps, and responsible AI governance, with a strong track record of enhancing customer experience, strengthening security, and delivering scalable AI-powered solutions for Telecom and Banking.

PROFESSIONAL EXPERIENCE

- Digital Technical Director | STC Kuwait

JAN 2023 – PRESENT | KUWAIT

 - Led the AI transformation of STC Kuwait digital channels by defining and executing the enterprise AI roadmap across customer journeys, digital operations, and high-impact business use cases.
 - Delivered AI-powered operations and automatic business process management capabilities that improved service efficiency, reduced manual effort, and strengthened operational responsiveness across digital platforms.
 - Architected GenAI and ML solutions integrated with BSS/OSS to enhance customer intelligence, improve retention, support fraud detection, and enable smarter decision-making across the business.
 - Drove intelligent software development at scale by building and leading a 50+ person engineering team delivering scalable mobile, web, API, and AI capabilities to millions of users.
- Digital Technical Manager | STC Kuwait

JAN 2019 – DEC 2022 | KUWAIT

 - Led digital transformation across B2C/B2B channels including mobile app, web portals, dealer app, and API ecosystem serving millions.
 - Designed scalable microservices and cloud-native architecture on AWS/Azure; led comprehensive mobile and web revamps with UI/UX overhaul.
 - Spearheaded vital security enhancements, successfully reducing fraud and data leak incidents.
- Solution Architect | Qatar Post

JUN 2018 – DEC 2018 | DOHA, QATAR

 - Designed end-to-end architectures meeting rigorous business, security, and scalability needs; evaluated and recommended tech platforms.
- Founder & Lead Trainer | Digital Consultant | 365 Online Training

MAY 2016 – DEC 2018 | REMOTE

 - Founded a technology training firm, effectively training 600+ professionals across the USA and Middle East in enterprise digital platform technologies.
- Digital Team Lead | GOSI

JAN 2017 – MAY 2018 | RIYADH, SAUDI ARABIA

 - Led complex solution design strictly aligned with enterprise architecture standards while managing sprint planning and on-time delivery.
- Team Lead — Digital Platforms | Oracle India Pvt. Ltd.

MAR 2015 – JAN 2017 | BANGALORE, INDIA

 - Led end-to-end delivery of web and mobile digital initiatives; governed architecture across frontend, backend, CMS, and API layers.
- Senior Software Engineer | Vodafone

AUG 2011 – FEB 2015 | BANGALORE, INDIA

 - Developed robust enterprise digital platforms and high-availability customer-facing applications for a major telecom operator.

LEADERSHIP HIGHLIGHTS

- Defined and executed STC Kuwait's AI transformation roadmap, embedding GenAI, ML pipelines, and intelligent automation across digital operations.
- Built and led a 50+ member engineering organization across onsite and offshore delivery models.
- Architected and implemented security enhancements that significantly reduced fraud exposure and data leakage risks.
- Led delivery of STC Kuwait App v5.24, the eSIM relaunch, and end-to-end revamps of mobile and web channels.
- Trained more than 600 professionals across the U.S. and Middle East in digital and enterprise technologies.

CORE EXPERTISE

- AI Strategy & Roadmapping
- Generative AI (GenAI)
- Machine Learning & MLOps
- Solution Architecture
- Cloud: AWS, Azure, GCP
- Digital Transformation
- Telecom BSS/OSS
- AI Governance
- Cyber Security
- Exec Stakeholder Mgmt
- Budgetary Oversight
- Team Leadership

EDUCATION

Bachelor of Technology
Computer Science
Shri Mata Vaishno Devi University, Katra
2008 – 2012

PROFILE DETAILS

Languages
English (Professional)