

# Jagdeep Sekhon

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## Summary

Business AI Solutions Leader with 23 years of experience driving telecommunications outcomes through Generative AI, Conversational AI, and automation, transitioning from IVR to Agentic AI.

Expertise in leading transformative Business AI initiatives, delivering complex Gen AI and Conversational AI solutions to achieve critical business outcomes.

Successfully delivered pivotal AI analytics projects for state government in the social services sector, enhancing citizen interaction.

Led pilot implementations of advanced call summarization for e-commerce, focusing on sentiment analysis and customer experience enhancement.

Ensured successful deployments across ANZ and APAC, translating cutting-edge AI into measurable operational efficiency and value.

Strong background in accelerating AI solution deployments for online retail and job recruitment, with a customer-centric approach to innovation.



## Key Achievements

**Transformative Business AI Leadership:** Spearheaded delivery of complex Gen AI and Conversational AI solutions, enhancing citizen interaction for state government.

**Financial Services Innovation:** Led pilot implementation of advanced call summarization for e-commerce, focusing on sentiment analysis and customer experience enhancement.

**Global Strategic Impact:** Ensured successful AI solution deployment across ANZ and APAC, achieving measurable operational efficiency.

**Pioneering AI Program Leadership:** Recognized for a customer-first approach, guiding early-stage conversational AI deployments for business impact.



## Skills, Certifications, Honors and Publications

### Top Skills:

- Large Language Models (LLM)
- Retrieval-Augmented Generation (RAG)
- Solution Consulting

### Certifications:

- Prompt Engineering and AI Agents with ChatGPT
- Ethics in the Age of Generative AI
- What Is Generative AI?
- Learning Microsoft 365 Copilot

Patton Smartnode Certified Trainer

### Honors & Awards:

Recognition - Punch Above Our Weight (Uniphore)

Employee of the Year (Cellebrum)

Employee of the Month (Spice Digital)

### Publications:

How to migrate voice services smoothly over Australia's NBN

(<https://www.patton.com/guides/07mvsnbn-sol.pdf>)

## Experience

### Uniphore, Melbourne, Victoria, Australia

#### Sr. Project Delivery Manager, January 2024 - Present

Leading transformative Business AI, delivering complex Gen AI and Conversational AI solutions.

Delivered AI analytics project for state government, enhancing citizen interaction.

Led pilot implementation of call summarization for e-commerce, focusing on sentiment analysis.

Ensured successful Conv AI deployments across ANZ and APAC for operational efficiency.

#### Senior Project Manager, October 2023 - January 2024

Drove rapid AI project deliveries across ANZ and APAC, focusing on conversational AI.

Managed projects for online retail and job recruitment, optimizing engagement.

Championed a client-first approach, delivering innovative solutions.

#### Senior Program Manager, September 2022 - October 2023

Led AI programs in ANZ, pioneering customer-first solutions.

Guided early-stage conversational AI deployments for business impact.

Collaborated to streamline processes and deliver integrated AI solutions.

### Novum Networks, Melbourne, Victoria, Australia

#### Technical Director, January 2021 - September 2022

Scaled business framework for service provider operations.

Spearheaded solution development supporting strategic goals.

Managed core telecom infrastructure (Cisco Broad Works, Webex, AWS).

Developed applications for distributors and resellers (User Availability, Geofencing).

### Patton Electronics Co., Melbourne, Victoria, Australia

#### Product Line Manager, October 2020 - January 2021

Collaborated with engineers and stakeholders for streamlined device integration.

Designed solutions for cloud integration and IIoT readiness.

#### Senior Field Application Engineer, December 2011 - October 2020

Developed zero-touch strategies for PSTN to IP migration for voice gateways and SBCs.

Orchestrated initial designs for Patton Cloud.

Created custom solutions using OEM products (V5.2 switches, SS7 platforms).

Led technical qualifications, RFP responses, and solution design.

### **AudioCodes (Israel), Gurugram, Haryana, India**

**Presales Engineer**, November 2009 - December 2011

Designed solutions for Unified Communications and Next-Gen transitions.

Developed applications for outbound diallers and IVR integration.

Delivered technical forums and responsible for inter-op of Multi-Services Business Gateways.

### **Hewlett Packard Enterprise, Gurugram, Haryana, India**

**Technical Consultant (Presales - APJ)**, February 2007 - November 2009

Responsible for presales of HP OCMP, IN prepaid, and convergent billing platforms.

Designed and delivered largest telecom IVR consolidation in India (2007).

Presented regional solution wins at HP Meet, Las Vegas (2008).

### **OnMobile Live, Inc. (USA), Gurugram, Haryana, India**

**System Engineer (Presales)**, April 2006 - February 2007

Developed IVR speech recognition system using Nuance Engine.

Designed voice compression algorithms and handled Level II support for media/signalling cards.

Delivered training on voice and video applications using NMS API.

### **Spice Digital (India), Gurugram, Haryana, India**

**Lead Telecom Developer**, February 2004 - April 2006

Developed SMSC, Location-Based Services, USSD gateway and Welcome Roamer solution.

Onsite implementations across telecom service providers in India for these applications.

**Executive Engineer**, July 2002 - January 2004

Built Intelligent Call Centre, Jukebox, and Speech Recognition Portals.

Integrated IVR Convergent Charging, e-payment gateways and was part of IN prepaid migration.

**Executive Trainee**, July 2001 - June 2002

Handled billing system operations and mediation CDR posting.

Developed Intranet site and Automated Leave System for Spice Telecom.

## **Education, Languages & Citizenship**

### **Education: Punjab Technical University**

**Bachelors in computer science & engineering**, 1998 - 2002

### **Languages:**

**Hindi, Punjabi and English**

### **Work Rights:**

**Australian Citizenship**