

Dr. Swarnendu Bhattacharya

Head of Data & Analytics | Forecasting, Supply-Chain AI & Decision Intelligence

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PROFILE

Data & analytics leader specialising in forecasting, optimisation and decision intelligence for supply chain and enterprise scale (90+ markets, 25K+ SKUs). I build analytics organisations and platforms from scratch, blending a PhD in operations research with modern ML to drive inventory, revenue and service-level outcomes — £2.5M+ revenue, 20% fewer stockouts. Governance, stakeholder alignment and measurable ROI are built in, not added on.

SELECTED ACHIEVEMENTS

- **£2.5M+ revenue uplift** from a Temporal Fusion Transformer zero-shot demand-forecasting platform across 30+ markets; **20% stockout reduction** via Bayesian safety-stock.
- Led the **first large-scale LLM deployment at Unilever** — RAG-grounded supply-chain agents adopted by **200+ planners daily**.
- Built and led a **30-person data science organisation from scratch**; governed concurrent delivery from EY, Deloitte and BCG with full P&L ownership.
- Architecting multi-cloud agentic platforms with A2A / MCP orchestration and semantic ontologies for **Google Gemini** agent fleets (current).

EXPERIENCE

Director of Artificial Intelligence

Jun 2026 – Present

Cognizant · Tier-1 Global Services · Bengaluru

- Lead industrialisation of enterprise-grade agentic AI platforms — semantic ontologies and context substrates for Google Gemini agent fleets.
- Architect multi-gateway orchestration (agent-to-agent, MCP) across AWS Bedrock, GCP Vertex AI and Azure OpenAI without vendor lock-in.
- Design governance-by-design: trust interceptors, RBAC, human-in-the-loop escalation and audit trails compliant with GDPR, HIPAA and the EU AI Act.

Senior Manager, Data Science & AI Platforms

Aug 2022 – May 2026

Unilever · Fortune 100 · Bengaluru (Director-scoped: strategy, architecture, team, P&L, 90+ markets)

- Built the forecasting & decision-intelligence function from scratch; hired and led a 30-person data science / engineering organisation.
- Delivered **£2.5M+ revenue uplift**: a Temporal Fusion Transformer zero-shot demand-forecasting platform across 30+ markets under data sparsity; **20% stockout reduction** via Bayesian safety-stock optimisation.
- Led the **first large-scale LLM deployment at Unilever** — RAG-grounded supply-chain co-pilot adopted by **200+ planners daily**.
- Owned end-to-end ML infrastructure (Databricks, MLflow, Airflow, real-time inference, drift monitoring, SAP IBP); reduced deployment latency 30–40%.
- Governed concurrent multi-vendor delivery from EY, Deloitte and BCG; managed full P&L for the AI portfolio.

Delivery Manager & Lead Data Scientist

Oct 2021 – Aug 2022

Cognizant · Client: CVS Health Insurance

- Built BERT/GPT clinical NLP to extract ICD-10 codes from unstructured medical records — **35% faster claims processing**.
- Implemented compliance-grade validation (cross-validation, AUCPR, audit trails) in a HIPAA-regulated environment.

Senior Data Scientist

Jun 2019 – Sep 2021

Firstsource Solutions · U.S. Credit Card Company

- Delivered credit-risk models improving quarterly ROI +10% and stochastic workforce planning under strict financial-regulatory accountability.
- Quantitative Analyst & Research Consultant**

WorldQuant · SGFC Single Family Office · Mumbai / Geneva
- Systematic alpha research and pairs-trading across multi-asset markets; time-series models under instant financial feedback (~5% monthly returns).

CORE SKILLS

Optimisation & Quant	stochastic programming · large-scale combinatorial optimisation · Monte Carlo simulation · Bayesian methods · demand forecasting (time-series) · credit-risk modelling
Production ML & MLOps	Databricks · MLflow · Airflow · feature stores · real-time inference · drift & model monitoring · evaluation & audit frameworks
Agentic AI & LLM Systems	multi-agent orchestration · LLM orchestration · production RAG (vector stores, reranking, semantic routing) · MCP · A2A · multi-cloud (Bedrock / Vertex AI / Azure OpenAI) · HITL governance
Leadership & Governance	building teams from zero · multi-vendor delivery governance (EY / Deloitte / BCG) · P&L ownership · GDPR / HIPAA / EU AI Act · CXO stakeholder communication

EDUCATION, CERTIFICATIONS & RECOGNITION

PhD , Mechanical Engineering & Operations Research (Boeing-sponsored, optimisation under uncertainty) — IIT Bombay, 2014–2019	edX : Supply Chain Design · Supply Chain Management Tools & Techniques · Supply Chain Dynamics
M.Tech — NIT Tiruchirappalli, 2011–2013	CSCA01 : Supply Chain Planning & Strategy
B.Tech , Mechanical Engineering — WBUT, Kolkata	Awards : AIM 40 Under 40 (2026), Top AI Innovator
MicroMasters , Supply Chain Analytics — MITx (edX)	Publications : 100+ as DrSwarnenduAI · 13K+ followers
EPAT , Algorithmic Trading — QuantInsti	Speaking : MLDS · International Forecasting Forum