Pranav Desai

AI SYSTEMS ARCHITECT · FORWARD DEPLOYED ENGINEER

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I deploy production AI agents for enterprise and SMB customers and own delivery end to end, from discovery and success criteria through proof of concept to production. Voice and chat agents, RAG pipelines, and multi-agent sales-ops, built so teams actually adopt them.

EXPERIENCE

ConsultOps.ai — 2023 — Present

Founder & Principal AI Solutions Architect

Design and deploy production AI agent systems for SMB and enterprise clients, owning the full lifecycle from requirements and success criteria through proof of concept to production.

- Shipped a real-time AI voice receptionist at **sub-300ms** latency, turning after-hours and overflow calls into booked work.
- Built RAG illustration and onboarding automation that cut manual prep **~85%** per client.
- Delivered multi-agent sales-ops, website chat agents, and internal RAG assistants across **8+ clients** on a reusable agent framework.

New Relic — 2022 — 2024

Pre-Sales Solutions Consultant

Owned technical pre-sales for enterprise observability customers across the evaluation cycle.

- Built tailored proofs of concept and demos that turned complex telemetry into clear business outcomes.
- Partnered with engineering on data pipeline reliability and customer success criteria.

Aptum Technologies — 2020 — 2022

Pre-Sales Engineer

Designed cloud and resiliency solutions for regulated industries.

- Architected multi-cloud solutions across **AWS, Azure, and DRaaS** with compliance in mind.
- Automated proposal and RFP workflows to speed the pre-sales cycle.

Hewlett Packard Enterprise — 2016 — 2020

Sr. Solutions Consultant

Managed enterprise SAN and storage infrastructure for large accounts.

- Implemented secure access controls and reliability initiatives across customer environments.
- Led technical workshops and pre-sales enablement.

Reliant Technology — 2014 — 2016

Storage Administrator

Ran storage operations and monitoring for secure environments.

- Built SAN monitoring dashboards aligned with **DoD-7** compliance.
- Automated reporting and provisioning to cut manual ops.

STACK

AGENTS & LLMS
GPT, Claude, multi-agent systems

ORCHESTRATION
Agentic workflows, RAG, AIOS

LANGUAGES
Python (FastAPI), SQL

CLOUD & EDGE
AWS, Azure, Cloudflare

DATA
Google Cloud API, Pinecone, Supabase

AUTOMATION
n8n, REST APIs, CI/CD

WEB & DISCOVERY
SEO, AEO

DESIGN
Figma, Claude Design

INDUSTRIES

Insurance & finance, B2B SaaS, e-commerce, professional services, marketing, multi-location service businesses.

CERTIFICATIONS

AWS Solutions Architect, Associate

Azure Solutions Architect

FOCUS

- Discovery to production ownership
- Voice & chat agents at low latency
- RAG & document automation
- Multi-agent sales-ops
- Adoption-first delivery