

Apoorva Joshi

AI Solution Consultant (Presales) · Product Manager

WORK AUTHORISATION

Singapore · Dependent Pass / Letter of Consent · India · Full Work Permit

SINGAPORE
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PORTFOLIO >



Solution consultant and product professional with **12 years** across presales, business analysis, product and delivery across **healthcare payers and providers, insurance, retail and credit cards**, at TIBCO Software, CitiusTech, Target, Syntel and Infosys, including cross-industry presales at TIBCO. Turns customer problems into clear solution designs, RFP responses and product requirements, and now builds hands-on with **agentic AI, LLM guardrails and retrieval-augmented generation (RAG)**. MITB (Analytics), Singapore Management University.

CORE STRENGTHS

Solution consulting & presales

Business-technology alignment, solution design, RFP/RFI responses, product demonstrations and customer training

Applied AI

Multi-agent systems, LLM guardrails, RAG, LLM evaluation, machine learning and deep learning

Technology

Python, R, SQL, FastAPI, Node.js, Tableau, TIBCO Spotfire, AWS, Gmail API, Ollama

Product & requirements

Problem framing, requirements elicitation, use cases, wireframes, productising solutions, Agile delivery

Industry domains

Healthcare payers and providers, insurance, retail and credit cards; claims adjudication, regulatory reporting, HL7 and EDI

Communication

Executive presentations, published writing on Medium, webinars, stakeholder liaison

RECENT AI WORK · 2025-2026

Quaestio — Question-Only AI Feedback for Student Research

OCT 2026 · IN DEVELOPMENT

A school-authorised web app that gives students feedback on drafts of their independent research coursework as questions only, never rewrites. Authored the full product specification and use case; now co-developing it with a channel partner.

230+ testable requirements and 28 acceptance criteria before any code; nine master guardrails enforced by structure, with no chat channel to the model and every output checked by a validator and a second model; drafts processed in memory, never stored or used for training; identity redacted before any model call; per-student pricing from a costed review.

Stack · Claude API (Opus, Sonnet, Haiku), multi-tenant SaaS, Google and Microsoft sign-in, PII redaction

MealPartner — WhatsApp RAG Meal Assistant

JUN 2026 · SYSTEM DESIGN

Designed a WhatsApp assistant that suggests budget-friendly meals to students from a curated recipe library, matched to what they have on hand, and that says so honestly when nothing fits. Authored the full requirements specification through version 2.3.

Local 4B LLM restricted to schema-constrained fallbacks, with replies assembled in code; hybrid retrieval (hard filters, then tag and embedding scores) with confidence tiers; conversation state machine; ranked feedback queue; model and messaging layers abstracted to scale from one user to 100+.

Stack · Node.js, Ollama, SQLite vector search, WhatsApp

BeatKeeper — Multi-Agent Content Campaign System

JAN 2026 · DEMO-READY

For consultants and advisors who win business through visible expertise but lack the time to publish. A team of specialised AI roles monitors the user's domain, proposes topics, drafts from the user's own view and checks every piece for facts and compliance before the user approves a publish-ready pack.

Five-layer pipeline with two mandatory human checkpoints; every factual claim must cite a stored source; all model calls logged, prompts versioned per role, golden-dataset evals; hard rules (no auto-posting, no scraping login-walled sites) enforced by tests.

Stack · Python, Claude API, FastAPI, Streamlit, Playwright, pytest, mypy

Attic — Guardrailed Gmail Cleanup Agent

DEC 2025 · DEMO-READY

Lets users tidy their inbox by describing what they want in plain English. An AI agent proposes what to archive, label or keep as a preview; nothing changes in Gmail until the user approves.

Server-side guardrails (never delete, protect human senders, batch limit) that cannot be disabled; the model sees a numbered catalogue rather than raw Gmail IDs, so a misquoted ID cannot misfire; rejected proposals reported with reasons; OAuth 2.0; unit tests with mocked Gmail and LLM calls.

Stack · Python, Gmail API, OAuth 2.0, LLM structured output

COMMUNITY RESEARCH

AI in Pedagogy — Balancing Integration & Screen Time · EdTech Group, UWCSEA Parent Association · during a career break Led the EdTech Group's research alongside the College's Educational Technology Working Group (26 parents, 22 teachers, 21 students and two board members). Set a clear test that every tool must add learning value over the analogue alternative, and reframed AI as a question of thinking, not access. Drew on PISA findings and Singapore's Education Transformation 2030 framework to produce **37 recommendations, distilled into eight priorities** for school leadership.

EXPERIENCE

Product Owner, AI Products · Self-employed

Dec 2025 – Present

- ◆ Own three AI products end to end, from problem framing and requirements to architecture, guardrails, evaluation and go-to-market: Quaestio (in development with a channel partner), BeatKeeper and MealPartner.
- ◆ Designed a free **14-week AI Product Management programme** for business analysts, data analysts and product managers, with twelve graded work products and an executive-panel capstone.

Data Analyst (SMU Scholar) · Changi General Hospital, Singapore

Oct 2017 – Dec 2018

- ◆ Designed and maintained dashboards for the Chairman of the Medical Board and the CEO; designed new healthcare registries to improve accountability of care.
- ◆ Managed the performance scorecard and regulatory reporting requirements for the Ministry of Health.
- ◆ Championed analytics with business users, embedding data in decision-making and automating processes. Role formed part of the SMU scholarship awarded with the MITB (Analytics) programme.

Presales Consultant · TIBCO Software · telecom, insurance, healthcare, retail

Oct 2013 – Mar 2015

- ◆ Cross-industry presales across four sectors, bringing domain knowledge from earlier insurance, healthcare and retail delivery to each customer; aligned business needs with technology, designed solutions and positioned products and services to customer requirements.
- ◆ Led responses to RFPs and RFIs; delivered product and solution demonstrations and training at customer sites.
- ◆ Built Business Model Canvas (Force Management) and lead-lag analyses across geographies and industries to identify new sales opportunities, and presented the findings to senior management.

Healthcare Consultant & Business Analyst · CitiusTech

Aug 2012 – Oct 2013

- ◆ Managed customer engagement for the company's flagship Healthcare BI product; researched, formulated and productised solutions to real problems such as hospital readmission management.
- ◆ Responded to RFPs and RFIs; tracked healthcare trends to identify new opportunities for senior management; presented product demonstrations and industry webinars.
- ◆ Elicited requirements, documented as-is processes and created wireframes and use cases; designed regulatory compliance dashboards and the data model for a clinical data repository; managed delivery using Agile methods.

Project Manager · Syntel Inc.

May 2010 – May 2011

- ◆ Delivered a mid-size mainframe development project for AMEX JAPA (about USD 50,000, six-person team) at CMMi Level 5; designed, coded and tested the application and mentored junior team members.
- ◆ Received the AMEX Star Performer award for delivering in record time and within budget.

Business Analyst · Target Corporation

Oct 2006 – Dec 2008

- ◆ Developed and presented project charters and scope with sponsors for finance-department IT projects with budgets above USD 50,000.
- ◆ Elicited requirements through use cases, wireframes and user surveys; led project planning and estimation (FPA, WBS), resource planning and status reporting.

Programmer Analyst · Infosys Technologies

Aug 2002 – Oct 2006

- ◆ Led development teams of four to eight for Aetna, Anthem BCBS and MetLife at CMMi Level 5, covering claims adjudication, membership and billing applications.
- ◆ Improved the auto-adjudication rate of Aetna's claims engine by almost 30%; streamlined knowledge, configuration and quality management processes.

EDUCATION

Master of IT in Business (Analytics)

Singapore Management University · 2017 · GPA 3.65
SMU scholarship with a Changi General Hospital placement

Bachelor of Engineering (Electrical)

Government College of Engineering, Pune · 2001
First Class with Distinction

ACADEMIC PROJECTS · SMU

ImSense — four deep-learning approaches (normalised timestamp regression, CNN, CNN-LSTM) to classify image sequences. Keras, TensorFlow

SentiPulse — predicts next-day stock price change by scoring news sentiment with NLP and feeding it to an LSTM model, with a web app to explore results. NLTK, scikit-learn, Flask

Smart Elderly Monitoring — live IoT system for an assisted-living facility, alerting carers to unusual movement. Raspberry Pi, MQTT, Node-RED, R Shiny

Next-Big-Thing — real-time click-through analytics on a streaming pipeline. AWS Kinesis, Firehose

PUBLICATIONS · MEDIUM

Not More Tech, Not Less Tech: Intentional Tech · 2026 · lessons from shaping a school's approach to AI and educational technology

SentiPulse — From News to Numbers · What Data Science Gurus Don't Tell You · How to Make the Elephant Sing · DataDrivenInvestor, 2018 · on NLP research, problem framing in data science, and embedding analytics in large organisations