



SUTHARSAN CP

Head of AI Governance | Head of Product Management & AI | Enterprise AI Delivery at Scale

Dubai, UAE | +971 56 282 9428 | cpsutharsan@gmail.com | linkedin.com/in/cpsutharsan

EXECUTIVE SUMMARY

Enterprise AI and Digital Transformation Leader with 17+ years of global experience taking AI-enabled platforms and products from initial business case through to production deployment and measurable ROI. Currently Head of Product Management & AI and Head of AI Governance at GEMS Education, leading end-to-end delivery of 12+ enterprise platforms and AI models (GenAI, LLMs, NLP, predictive analytics) serving over 140,000 active users. Proven track record of scaling cross-functional teams, authoring the five AI governance and edge-safety policies now mandated across 48 schools in the UAE and Qatar, and driving multi-million dollar operational efficiencies in highly regulated environments.

CORE COMPETENCIES

Enterprise AI & LLMOps	RAG & Agentic Architectures, Fine-tuning, NLP, Model Evaluation, Guardrails
AI Governance & Compliance	UAE Federal AI Law, GDPR, FERPA, Group-wide AI Policies, 3rd-Party Vendor Vetting, Ethical Frameworks
Digital Education Strategy	Student-centered platforms, CRM/SIS/LMS integration, wellbeing ecosystems, family engagement
Modern Platform Architecture	Azure-native, Hybrid-cloud setup, serverless, secure API ecosystems, enterprise integrations
Transformation & Product Strategy	Digital roadmaps, portfolio governance, business case modeling, cost optimization, change management
Agile Leadership & Scaling	Scaling cross-functional teams, Jira, Scrum, OKRs, adoption frameworks, accelerated delivery
Stakeholder Alignment	Partnering with C-suite, school heads, curriculum teams, IT leaders, government, and SaaS vendors
Performance & Culture Building	KPI frameworks, executive dashboards, data-driven decisions, digital literacy, organizational adoption

PROFESSIONAL EXPERIENCE

Head of Product Management & AI | Head of AI Governance

GEMS Education — Dubai, UAE

2019 – Present

- Portfolio & Leadership:** Steer digital transformation, product strategy, and roadmaps across a portfolio of 12+ enterprise platforms serving 140,000+ active students, parents, and educators.
- AI & Operational ROI:** Pioneered multi-use-case AI/ML systems including personalized learning LLMs, automated customer engagement, and operational workflows cutting manual tasks by 40% and generating \$3M+ in annual savings.
- Commercial Growth & Retention:** Architected end-to-end transformation integrating SIS, LMS, and engagement systems, driving an 18% improvement in retention, a 12% boost in enrollment conversions, and a 40% increase in digital adoption.
- Group-Wide AI Governance & Policy:** Formulated and deployed enterprise AI governance frameworks across all group companies and 48 schools in the UAE and Qatar, establishing five mandated policies covering AI use in classrooms, internal model and product development, 3rd-party systems and SaaS vetting, service entities and shared services, and data protection and information security.
- Team Scaling & Delivery Speed:** Built and scaled a cross-functional product, data science, and AI engineering team, embedding modern Agile practices that reduced time-to-market by 20%.

Product Launch Manager

Etisalat — Dubai, UAE

2014 – 2019

- National GTM Strategy:** Directed go-to-market launches for flagship telecom and digital service product lines on a national scale, accelerating regional launch execution by 30%.
- Operational Readiness:** Streamlined cross-functional readiness across technical, sales, and marketing streams, elevating first-time-right delivery performance to 95%.
- Data-Driven Positioning:** Introduced data-backed product positioning models and user telemetry analytics, driving a 25% increase in customer acquisition and satisfaction metrics.

Technical Solution Consultant

Haastra Consulting — Kuala Lumpur, Malaysia

2013 – 2014

- **Solution Architecture & Quality:** Architected pre-sales solution designs for enterprise insurance and telecom platforms, decreasing post-deployment defects by 25% and boosting client adoption by 40%.

Associate Test Lead

Maveric Systems — Chennai, India

2009 – 2013

- **Automation & QA Programs:** Pioneered automated testing frameworks for global BFSI and telecom projects, reducing test cycle defects by 30% and delivering 40% operational cost savings.

RESEARCH & PUBLICATIONS

Peer-Reviewed Published Papers

- PETAI: Human–AI Teaming for Consent-First Personalized Education (2026 International Conference on Integrated Intelligence).
- TRUSTED: Unified Reference Architecture for Trustworthy AI Deployment (2026 International Conference on Integrated Intelligence).
- Proactive Student Wellbeing Monitoring in K-12 (2025 10th International Conference on Cloud Computing and Big Data Analytics).
- Self-Healing Test Automation Framework Using AI and ML (International Journal of Strategic Management, 2024).
- Pedagogical Hallucination (7th World Symposium on Artificial Intelligence, 2026).
- The Forgotten Curriculum Frameworks: Should AI Tutors Unlearn (11th Int'l Conference on Distance Education & Learning, 2026).

Forthcoming & Under Review

- A Lightweight On-Device Guardrail for Student-Facing LLMs: Age-Aware Safety Filtering at the Edge.
- GATE: A Levels-of-Oversight Framework for Delegating Pedagogical Decisions to Classroom AI.
- Epistemic Over-Reliance on AI Tutors: A Typology and Antecedent Model of Student Trust Miscalibration.

EDUCATION

Doctorate in Business Administration (DBA Candidate) - SP Jain School of Global Management

B.E. in Computer Science - Anna University

PG Diploma in International Business - Symbiosis Center for Distance Learning (SCDL)

Executive PG Diploma in Financial Services - Loyola Institute of Business Administration (LIBA)

THOUGHT LEADERSHIP

- **AI & Low-Code Panelist:** OutSystems AI Summit
- **Featured Speaker:** Digital Confex, Dubai AI & Web3 Roundtable
- **CXO Roundtable:** Cloud Cost Optimization & AI Governance
- **Startup Mentor - MISK Foundation & Sber:** Mentored 50+ founders across Saudi Arabia and Russia on shaping early GTM, presales readiness, and solution delivery models

CERTIFICATIONS

- Certified Blockchain Solution Architect – Blockchain Technology Alliance
- Scrum Product Owner & Scrum Master - International Scrum Institute
- Six-Sigma Black Belt – Ministry for Small and Medium Enterprises India
- Six-Sigma Green Belt - Indian Statistical Institute