

# Sutharsan CP

AI PRODUCT & GOVERNANCE LEADER

*Building AI that scales, and the governance that keeps it safe.*



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R Google Scholar

## PROFILE

Product and AI leader with seventeen years in enterprise technology. I take AI from idea to live product at scale, and I build the governance that keeps it safe for the people who depend on it. Doctoral researcher and published author on responsible AI in education, with peer-reviewed work in IEEE and Emerald.

## CORE EXPERTISE



## EXPERIENCE

### Head of Product Management & AI · GEMS Education

2019 – Present · Dubai

- Lead product and AI across a portfolio of more than twelve home-grown platforms serving 140,000 active users.
- Lifted digital adoption by 40 percent and student retention by 18 percent by replacing fragmented tools with unified journeys.
- Created the AI governance practice that governs safe AI use across the network, including the policy and the tooling that sit behind responsible use.
- Worked with schools to identify high-value use cases, and partnered with the OpenAI team on the tenancy architecture that enforces group-level policy and access controls across Abu Dhabi schools.
- Built an AI literacy curriculum for educators and students, so adoption arrives with an understanding of what AI does and where it fails.

### Product Launch Manager · Etisalat

2014 – 2019 · Dubai

- Ran national go-to-market for telecom and digital services, cutting time-to-launch across regions.
- Lifted first-time-right delivery to 95 percent through tight cross-functional execution.
- Introduced data-backed positioning that raised customer acquisition and satisfaction.

### Technical Solution Consultant · Haastra Consulting

2013 – 2014 · Kuala Lumpur

- Designed and pitched enterprise telecom and insurance solutions for regional clients.
- Reduced post-deployment defects and lifted adoption through customer-centric workflows.

### Associate Test Lead · Maveric Systems

2009 – 2013 · Chennai

- Led large-scale QA for major telecom programmes and reduced test-cycle defects by 30 percent.
- Stood up early test-automation frameworks that cut QA effort and cost.

## RESEARCH & PUBLICATIONS

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Doctoral candidate at SP Jain School of Global Management (DBA), studying how AI affects learning and student wellbeing. Six peer-reviewed papers in IEEE and Emerald, with two more accepted by IEEE for publication.

PETAI Consent-first human and AI teaming for personalised education. *Emerald*, 2025

TRUSTED Seven-pillar AI governance framework with a Trustworthy Compliance Index. *IEEE*, accepted

WellScan Predictive student-wellbeing model for UAE K-12, the empirical anchor of the doctorate. *Doctoral study*

Pedagogical Hallucination in AI Tutoring Failure modes of AI tutoring and how to detect them. *IEEE*, forthcoming

The Forgetting Curriculum A Persistence Score framework for what learning survives AI assistance. *IEEE*, forthcoming

FAIR · PEACE · INTEGRATE Earlier frameworks for fairness and ethics in education AI. *Foundational scholar.google.com/citations?user=cXARqC4AAAAJ*

## SPEAKING & RECOGNITION

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- Startup mentor, Misk Launchpad and Sber. More than fifty founders across Saudi Arabia and Russia.
- Panellist, OutSystems Low-Code AI Summit.
- Speaker, Digital Confex Dubai, on the future of education and responsible AI.
- Roundtable, Dubai AI & Web3 Dialogue, on AI governance and smart cities.
- Panellist, State of AI in 2025.

## EDUCATION

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- Doctorate in Business Administration, pursuing. SP Jain School of Global Management.
- PG Diploma in International Business. SCDL.
- Executive PG in Financial Services. LIBA.
- B.E. Computer Science. Anna University.

## CERTIFICATIONS

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- Certified Blockchain Solution Architect. BTA.
- Scrum Product Owner and Scrum Master. International Scrum Institute.
- Six Sigma Black Belt. MSME India.
- Six Sigma Green Belt. Indian Statistical Institute.

## VOLUNTEERING

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- Volunteer, Uplyft, a neurodiversity platform working in partnership with the Al Noor Training Centre, UAE.