

# Ashutosh Sharma



Gen AI Trainer & Consultant · AI Strategy Advisor · Enterprise Operations Leader

"Bridging 25+ years of enterprise leadership with the transformative power of Generative AI — making complex AI practical, actionable and measurable for every organisation."



✉ Ashureads@yahoo.co.in

© +91 9971701239

www.optivantage.in

Delhi NCR, India

Optivantage Technologies Pvt. Ltd.

25+

YEARS  
ENTERPRISE

1,000+

PROFESSIONALS  
TRAINED

28+

AI AUTOMATIONS  
BUILT

7

AI+  
CERTIFICATIONS

9+

ENTERPRISE  
CLIENTS

4

CONTINENTS  
DELIVERED

## 01 · PROFILE

### From Operations Leader to AI Catalyst

For 25 years, Ashutosh Sharma ran the operations that the world's largest telecoms depended on. At BT Global Services he led 1,600+ people across five continents, managing a €250M revenue portfolio with 96%+ SLA compliance for 50 Fortune 500 clients. Before that — Telstra, SITA, Orange, and Nortel. He built Global Capability Centres from greenfield. He managed P1 crises at 3am.

Then AI arrived. He made a deliberate choice: move to the frontier. He retrained, certified — 7 AI+ certifications, ISO/IEC 42001 Lead Implementer, PG Programme in AI for Leaders (UT Austin). He built live AI agents on Make.com. He delivered training on 4 continents. He founded **Optivantage Technologies** — making practical, no-nonsense AI transformation real for enterprises who need it applied, not theorised.

His singular advantage: he has sat in the chair of the people he now trains. He understands P&Ls, SLAs, board presentations, vendor governance — as well as GPT-4, agentic workflows, and prompt engineering. That combination is why **Hexaware, Kotak Mahindra Bank, Arvind Group, MSME Government of India** and **Infogain** keep calling.

*"I don't just teach AI — I've led the operations that AI is now transforming. That's the difference between theory and real enterprise impact."*

— ASHUTOSH SHARMA, FOUNDER · OPTIVANTAGE TECHNOLOGIES

## 02 · WHAT I DO

### Four Practice Areas

#### Enterprise AI Training

Full-spectrum Gen AI & Agentic AI programmes — from AI literacy for non-technical teams to advanced agentic workflow design. AI+Everyone, AI+Executive, AI+Prompt Engineer certified. Virtual, in-person and hybrid.

#### AI Strategy & Consulting

AI readiness assessments, technology stack selection (Microsoft / Google / Custom), roadmap development and governance frameworks. ISO/IEC 42001 certified implementer for responsible AI deployment.

#### Agentic Workflow Design

Build self-evolving, self-healing AI systems using Make.com + OpenAI. 28+ production scenarios delivered. Transform static processes into autonomous improvement loops across BFSI, IT Services, Retail and Government.

#### Function-Specific AI Programmes

Bespoke programmes for Finance, Service Ops, HR and Contact Centre — AI tools mapped directly to daily workflows with immediate, measurable ROI and certified outcomes.

04 · TRAINING PORTFOLIO

# Programmes I Design & Deliver

**FLAGSHIP PROGRAMME**

### 5-Phase Gen AI Mastery Journey

End-to-end: AI foundations → creative AI → automations & agents → no-code app building → capstone product launch. Delivered through Airtribe & independently.

16 Weeks VILT All Levels Certified

**FOUNDATION**

### Gen AI for Everyone (AI+Everyone™)

Foundational AI literacy for all employees — demystifying AI, practical ChatGPT & Copilot use, prompt basics and personal AI productivity workflows. AI+ Certified.

Half Day All Staff Certified

**ADVANCED**

### Agentic AI for Business

Multi-agent AI systems that perform complex business tasks autonomously — CrewAI, LangChain, agent orchestration and real enterprise workflows.

2-3 Days Tech Teams

**INTERMEDIATE**

### Generative AI for Business Leaders

Strategic AI adoption, high-value use case identification, business case for AI, managing AI teams and driving an AI-first culture across the organisation.

1-2 Days Senior Managers

**INTERMEDIATE**

### Microsoft Copilot Enablement and Agents

Practical deployment of Microsoft 365 Copilot, Copilot Studio and AI Builder — building custom agents and maximising ROI from existing M365 licences.

1-2 Days Enterprise M365

**EXECUTIVE**

### AI Governance & NIST for Senior Leaders

NIST AI RMF, ISO 42001, ethics & bias mitigation, regulatory compliance and responsible AI deployment strategies. Board-ready programme.

1 Day C-Suite Board-Ready

**INTERMEDIATE**

### Gen AI in Customer Service

AI in CX: chatbots, sentiment analysis, agent assist, contact deflection, QA automation and voice AI. Built from 25 years of contact centre leadership.

1 Day CX Teams Industry-Specific

**INTERMEDIATE**

### Gen AI for PMs, BAs & HR

Role-specific AI use cases for PMs, business analysts and HR — requirements writing, data analysis, talent acquisition, policy drafting and workflow automation.

1 Day Role-Specific Hands-on Labs

**TEACHING METHODOLOGY: PRACTICAL OVER THEORY**

**1 · Contextualise**

Frame AI in your industry's language and real problems

**2 · Demonstrate**

Live demos using actual tools — no slides-only theory

**3 · Practice**

Hands-on labs where participants build real workflows

**4 · Apply**

Case studies anchored in each participant's specific role

**5 · Sustain**

Community access, office hours and capstone accountability

**"He's not selling theory..."**

— Programme Feedback, upGrad Enterprise 2025

05 · CLIENTS & PARTNERS

# Where I've Trained & Consulted

HEXAWARE

IT SERVICES

### Hexaware Technologies

Agentic AI · Self-Healing Agents · Support Triage



BFSI

### Kotak Mahindra Bank

Copilot · Voice AI · Human+AI Workflow Design



CONGLOMERATE

### Arvind Group

Finance AI Track · Prompt Engineering



TECHNOLOGY SERVICES

### Infogain

AI for Leadership · Hands-on Labs



GOVERNMENT

### MSME / Govt. of India

Gen AI at Scale · National Upskilling Initiative

AVIATION

### BIAL (Bengaluru Airport)

AI Training Programme 2026



EDTECH PARTNER

### upGrad Enterprise









EDTECH PARTNER

### Simplilearn

Certified Delivery Partner

06 · CREDENTIALS & QUALIFICATIONS

## AI-First Qualification Stack

 <p><b>AI+</b></p> <p><b>AI+ Prompt Engineer™ · Executive™ · Ethics™ · Chief AI Officer™ · Government™</b></p> <p>AI Certs International (5 certifications)</p>	 <p><b>ISO</b></p> <p><b>ISO/IEC 42001 AI Management System Lead Implementer</b></p> <p>AI Management System Standard</p>
 <p><b>Anthropic</b></p> <p><b>Intro to Claude Agent Skills · Claude Code in Action · Intro to MCP · Claude with Anthropic API · Claude CoWork</b></p> <p>Anthropic Academy · 5 Skill Certifications</p>	 <p><b>Academic</b></p> <p><b>PG Programme: AI for Leaders</b></p> <p>University of Texas, Austin · 2024</p>
 <p><b>Microsoft</b></p> <p><b>Microsoft Copilot &amp; Azure AI Certified Trainer</b></p> <p>Microsoft · 2024</p>	 <p><b>Google</b></p> <p><b>Cloud Digital Leader   AWS Partner Accreditation</b></p> <p>Google Cloud   Amazon Web Services</p>
 <p><b>ITIL</b></p> <p><b>ITIL V4 Professional · AI Governance &amp; NIST AI RMF Practitioner</b></p> <p>AXELOS / PeopleCert</p>	 <p><b>CPD Certified</b></p> <p><b>Become an AI Trainer: Independent Edition</b></p> <p>AI For Non-Techies · CPD &amp; UKRLP Accredited · Feb 2026</p>
<p><b>Academic</b></p> <p><b>Executive Leadership Programme   B.E. Computer Engineering</b></p> <p>IIM Kolkata 2019   Thapar Institute of Engineering &amp; Technology</p>	


07 · CAREER EXPERIENCE

## 25 Years of Enterprise Leadership


- MAY 2024 — PRESENT**

**Founder & Principal AI Consultant**  
 Optivantage Technologies Pvt. Ltd. · Delhi NCR


  - Full-time Gen AI trainer for **Fortune 500 & government organisations** via upGrad Enterprise, Simplilearn and independent delivery — **1,000+ professionals trained in 2025**
  - Clients: Hexaware, Infogain, Kotak Mahindra Bank, Arvind Group, BIAL, MSME Government of India
- FEB 2022 — APR 2024**

**Director — Service & Network Operations**  
 **BT Global Services · India GCCs (Gurgaon, Kolkata) & Hungary**


  - Led **1,600+ team members globally** managing €250M annual revenue portfolio for 50 Fortune 500 clients
  - Implemented AI/ML triage — **35% incident reduction; 50% Level 1 automation**; 57 locations consolidated to 5 strategic centres
- JAN 2020 — FEB 2022**

**Senior Operations Leader — Telecom & Enterprise**  
 **Telstra · India GCCs (Pune & Hyderabad)**


  - Established and grew Telstra's India GCC — built 200-agent contact centre in 90 days; **90% CSAT, 85% FCR**
  - Led Genesys Engage-to-Cloud migrations; integrated ServiceNow and Salesforce platforms at enterprise scale
- FEB 2008 — DEC 2019**

**Operations & Technology Leadership**  
 **BT Global Services · India & Global Roles**

  - Built BT India GCC network operations from **50 to 350+ FTEs**; managed 20+ global vendor partners across network delivery ecosystem
- SEPT 2006 — DEC 2007**

**Network Operations Manager**  
 **Orange France Telecom · Global Roles**

  - Managed network operations and service delivery for Orange enterprise accounts across international markets
- 2000 — 2006**

**Operations Manager · Field Service Engineer to Manager**  
 **SITA Aviation IT | Nortel Networks · India & Canada**

  - Airport IT operations at IGI Delhi — CUPPS, CUSS platforms, CUTE GTFS (Montreal & USA) for all major airlines

# The AI Tools Ecosystem

## LLM PLATFORMS & FRONTIER MODELS

[OpenAI ChatGPT / GPT-4o](#)[Claude \(Anthropic\)](#)[Gemini Studio](#)[Perplexity AI](#)[Meta Llama](#)[Mistral AI](#)[Grok](#)[NotebookLM](#)

## AGENTIC AI & AUTOMATION

[make Make.com](#)[n8n](#)[Zapier](#)[LangChain](#)[CrewAI](#)[AutoGen](#)[Flowise RAG](#)[Dify.ai](#)[Vapi \(Voice AI\)](#)

## MICROSOFT AI STACK

[Microsoft 365 Copilot](#)[Copilot Studio](#)[Azure OpenAI Service](#)[AI Builder](#)[Power Automate](#)

## NO-CODE BUILD & DEPLOYMENT

[Bolt / Lovable / Replit](#)[Cursor AI](#)[GitHub Copilot](#)[Genesys Cloud AI](#)[ServiceNow AI](#)[Salesforce Einstein](#)

## GENERATIVE MEDIA & CONTENT AI

[Midjourney / DALL-E](#)[ElevenLabs](#)[HeyGen](#)[Synthesia](#)[Runway](#)[Gamma AI](#)

## Let's Build Something *That Actually Works.*

Whether you need a half-day AI awareness session, a certified multi-week programme, or a strategic AI implementation roadmap — let's design it together.

[✉ Ashureads@yahoo.co.in](mailto:Ashureads@yahoo.co.in)[© +91 9971701239](tel:+919971701239)[www.optivantage.in](http://www.optivantage.in)[linkedin.com/in/ashutoshsharmain](https://linkedin.com/in/ashutoshsharmain)[Corporate L&D Delivery](#)[Executive Workshops](#)[Keynote Speaking](#)[Custom Programme Design](#)[AI Strategy Advisory](#)[Agentic AI Build](#)