



UMAIR BAIG

AI Program Manager | Program & Project Management Leader



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PROFESSIONAL SUMMARY

Programme and project management leader with 13+ years delivering complex initiatives across enterprise consulting, technology, and global creative operations now fully specialised in production GenAI programme management and AI operationalization. Currently governing the AI quality and monitoring layer at Puntt AI: deploying LLM output evaluation, inter-rater reliability (IRR) frameworks, model drift detection, and continuous MLOps governance that sustain Fortune 500 AI deployments at 99.7–100% accuracy at enterprise scale. Combines structured PM delivery discipline with CPMAI-aligned AI programme expertise business alignment, HITL system design, eval pipeline architecture, trustworthy AI governance, and data labelling quality oversight across production GenAI workflows. PMP and PMI-ACP certified; IIM-trained.

CORE COMPETENCIES

Program & Portfolio Management	Production GenAI Operations	LLM Output Evaluation
AI Operationalization (MLOps)	Reviewer Calibration & IRR	Eval Pipeline Architecture
Model Drift Detection & Monitoring	Business Alignment & ROI Governance	Trustworthy AI Governance
Agile (Scrum, Kanban, SAgE) & Waterfall	HITL System Design & Governance	SOP Development & Documentation
Executive Stakeholder Management	Data Labeling Quality Governance	OKR Design & North Star Metrics
Tools: Jira, Notion, ClickUp, Asana, Monday, Smartsheet, MS Project, Trello, Confluence, PostHog, Wrike		

PROFESSIONAL EXPERIENCE

AI Program Manager — Puntt AI Dec 2024 – Present

Enterprise GenAI platform that compresses marketing & packaging asset approvals from weeks to hours

- Lead end-to-end AI operationalization for Fortune 500 accounts Danone, Kenvue, Nestlé, and Indeed governing LLM output evaluation, reviewer calibration, SLA governance, and business alignment frameworks that translate production GenAI output into measurable client ROI.
- Drove studio accuracy from 92.7% to a sustained 99.7–100% through iterative model evaluation cycles deploying weekly model drift detection, performance review cadences, and recalibration protocols that surface output quality degradation before it reaches enterprise clients.
- Achieved a customer defect escape rate of 0.9% (40 of 4,462 atomic tasks) through structured production readiness checks and go/no-go quality gates ensuring AI output meets defined deployment thresholds before client delivery.
- Lead a globally distributed 6-person reviewer organisation producing 900+ tickets/month at 98–100% accuracy without per-review supervision through data labeling quality governance, IRR frameworks, rater calibration rubrics, and structured annotation calibration loops.
- Built a cross-account AI failure taxonomy and structured triage log enabling systematic root-cause analysis and engineering handoff translating reviewer signal and customer feedback into precise, actionable product improvements.
- Designed and deployed a full MLOps governance infrastructure from scratch: OKR cycles, North Star metric tracking, iterative model evaluation cadences, and studio health dashboards creating real-time AI performance visibility and business alignment reporting for C-suite stakeholders.
- Author multi-tier SOPs, evaluation rubrics, and trustworthy AI governance frameworks that embed ethical oversight, annotation quality standards, and prompt governance across all production AI workflows feeding reviewer signal back into product roadmap.
- Apply a precision stakeholder communication model aligned with CPMAI business alignment principles: translating model performance data into executive-grade ROI narratives, identifying business alignment gaps proactively, and surfacing go/no-go signals before they affect client delivery.

Program Manager — HTPL Jan 2024 – Dec 2024

- Led cross-functional teams delivering multiple strategic programmes with numerous sub-projects on time and within budget.
- Partnered with business leadership to set priorities based on resource capacity, risk exposure, and business value.
- Built strong executive stakeholder relationships; developed strategic plans, milestones, and logistics workflows from the ground up.

Project Manager — Ingenuity Gaming Nov 2021 – Aug 2023

- Led multiple software-development projects with globally distributed teams of 45+, owning end-to-end delivery from pre-sales to release.
- Drove Scrum execution: backlog grooming, sprint planning, KPIs, feature demos, and feature testing across concurrent workstreams.
- Built project plans, schedules, budgets, dashboards, and analytics; achieved 100% budget adherence across all programmes.
- Partnered with senior leadership and project sponsors to define scope, deliverables, and resource requirements.

Management Consultant — KPMG Global Services Sep 2020 – Nov 2021

- Created financial dashboards, budgets, and forecasts tracking performance against time, cost, and quality metrics.
- Led programme and project teams to deliver within allocated budgets, timelines, and quality expectations using Scrum methodologies.
- Managed proposal development with sales teams; identified and mitigated risks; delivered comprehensive reporting to internal and external stakeholders.

Project Manager — Livspace Sep 2017 – Aug 2020

- Owned end-to-end project delivery, aligning objectives with senior leadership's strategic growth initiatives.
- Managed development and implementation of an enterprise ERP system and led a digital transformation programme coordinating architects, developers, and QA.
- Built and maintained project charters, plans, schedules, and RAID logs; managed change associated with project and operational support activities.

Project Coordinator — Cushman & Wakefield Feb 2013 – Sep 2017

- Supervised multiple projects from kickoff through delivery, prioritising needs and delegating assignments across teams.
- Coordinated across departments to keep stakeholders aligned on status, dependencies, and changes.
- Maintained project schedules and adjusted workflows to keep delivery on track despite shifting priorities.

EDUCATION

Executive Post Graduate, Strategy Management Indian Institute of Management 2019 – 2020

Bachelor of Engineering Visvesvaraya Technological University 2008 – 2012

CERTIFICATIONS



Project Management Professional (PMP) — Project Management Institute 2016 – 2028



PMI Agile Certified Practitioner (PMI-ACP) — Project Management Institute 2023 – 2026



AWS Certified Cloud Practitioner — Amazon Web Services 2024 – 2027