

PRIYESH TUNGARE

Enterprise AI Product & Delivery Leader | Generative AI · RAG · Agentic Workflows | KPMG Digital Village | Singapore
hello@priveshtungare.com | +65 9277 4584 | [LinkedIn](#)

PROFESSIONAL SUMMARY

Enterprise AI product and delivery leader with 18 years of experience building and scaling production-grade AI platforms across multilateral banks, financial institutions, and regulated environments. Combines deep technical fluency — Generative AI, RAG architecture, metadata-enriched retrieval, agentic workflows, Azure OpenAI — with the commercial instinct to earn sustained C-suite trust and convert discovery engagements into multi-million-dollar programmes.

Known for stepping into ambiguous, high-stakes situations and building clarity: defining what needs to be built, designing how it will work, navigating organisational and governance constraints, and driving adoption that sticks. Has grown a single engagement from USD 130K to USD 3M+ and consistently expanded programme scope through delivery excellence and trusted client relationships.

CORE EXPERTISE

Generative AI · RAG Architecture & Retrieval Optimisation · Multi-Stage Retrieval · Agentic RAG · Hybrid Search · Memory Management · Prompt Engineering · Azure OpenAI & LLM Integration · Multi-Agent Orchestration & AI Agent Design · Agentic Workflow Design · AI Governance & Responsible AI Frameworks · Enterprise AI Product Strategy & Delivery · Executive Stakeholder & C-Suite Engagement · Adoption & Organisational Change Enablement · Complex Programme Delivery (Multi-vendor, Cross-border) · Microsoft Dynamics 365

SELECTED ENTERPRISE AI ACHIEVEMENTS

- **USD 130K → USD 3M+**: Grew a single AI engagement from an initial workshop to a USD 3M+ programme over 28 months — entirely self-driven through delivery excellence and trusted client relationships.
- **80,000+ prompts served**: AI Knowledge Management platform reached 3,000 active staff users generating 80K+ queries within 15 months of launch across 8 post-launch product releases.
- **60% → 85% retrieval accuracy**: Independently diagnosed a live production quality problem and designed a metadata-enrichment and prompt-filtering architecture — validated collection-by-collection with end users.
- **60% reduction in AI OPS queries**: AI Policy Agent automated Responsible AI assessments, cutting compliance team query volume by 60% (client-measured) while increasing completed submissions by 30%.
- **30+ AI Agents independently scoped**: Defined scope, instructions, and integration logic for a 30+ agent multi-agent orchestration system underpinning a future-state enterprise intranet.
- **30% adoption lift from mobile**: Led mobile extension delivery to align with desktop launch, directly driving a 30% increase in platform adoption.

PROFESSIONAL EXPERIENCE

KPMG Digital Village · Singapore

Jun 2021 — Present

Associate Director, AI Delivery & Product

Leading enterprise AI product strategy and delivery for high-visibility transformation programmes across regulated financial institutions. Responsible for defining what gets built and why — setting product direction, shaping delivery strategy, navigating stakeholder complexity, and converting trusted delivery into commercial programme growth.

▶ AI-Powered Knowledge Management Platform | Multilateral Bank

- **Engagement Director** for a flagship enterprise AI programme — end-to-end delivery from a 2-day discovery workshop through 8 post-launch product releases spanning 28 months.
- **Identified and proposed RAG** as the core architecture — incorporating prompt engineering and memory management for the Task Assistant module; secured stakeholder buy-in through a live POC built on the client's own public data, overcoming initial apprehension from senior leadership.
- **Designed a phased ingestion strategy** — starting with governance-free institutional knowledge (Board Papers, Policies, Guidelines, Sector documents) — to derisk a bank-wide rollout without a big-bang launch.

- **Diagnosed and resolved a live retrieval quality problem:** independently conceptualised a metadata-enrichment approach combining hybrid search and multi-stage retrieval with prompt-derived filters — ran a POC, validated with end users, and scaled across all collections — accuracy 60% → 85%.
- **Defined and led the analytics programme:** structured analysis of prompts, responses, feedback, and source documents to identify gaps and shape the product roadmap — directly influencing new collection decisions and Task Assistant feature development.
- **Led mobile extension delivery** in parallel with desktop launch — contributing to a 30% adoption increase; ran early adopter briefings and managed the Change Management workstream.
- **Commercial & scale:** USD 130K → USD 3M+ over 28 months. 14-person team at peak. 3,000 active users. 80,000+ prompts served.

▶ AI Policy Agent | Multilateral Bank

- **Led proposal and acted as delivery SME** for an AI-powered Responsible AI assessment platform — same Azure OpenAI RAG + metadata architecture, purpose-built for governance workflows.
- **Replaced manual Excel-based assessment** with AI-guided conversational assessment — users describe their use case in natural language; platform generates a structured summary report.
- **Outcomes from Day 1:** 30% increase in completed assessments, 60% reduction in AI OPS team query volume (client-measured). USD 250K engagement. Team of 5.

▶ AI-Enabled Executive Portal | Multilateral Bank

- **Designed and delivered a secure AI portal** for C-suite leaders — natural language querying of mission briefings, itineraries, historical records, and meeting documents.
- **Conceptualised an original real-time ingestion architecture** using SharePoint Lists and Logic Apps to trigger incremental re-ingestion — ensuring mission-critical documents are always current.
- **Conducted requirements interviews directly with C-suite advisors;** drove product roadmap and UX design alongside UI/UX and functional analyst. USD 300K engagement. Team of 5.

▶ AI-Powered Intranet Vision & Architecture | Multilateral Bank

- **Led a 4-day Design Thinking workshop** across ITD, HR, Communications, and Senior Stakeholders — producing a prioritised future-state product roadmap for a full intranet overhaul.
- **Independently designed 30+ AI Agents** — defining scope, instructions, and use cases for a multi-agent orchestration system (solution architect contributed 2 agents).
- **Created the Modules Backlog & Collection Catalogue** — a strategic architecture artefact mapping all platform modules to data requirements, AI features, business owners, and search type — praised directly by the client.
- **Engagement value: USD 305K.** Team of 4. Phase 2 implementation estimated at USD 1M+.

▶ Other Notable Engagements (KPMG)

- **CRM Platform (Microsoft Dynamics 365)** — end-to-end case management solution for a MAS-regulated dispute resolution agency; 30% efficiency improvement.
- **Blockchain Digital Land Registry** — distributed ledger solution for a national land authority in the Pacific; 40% reduction in lease processing time.
- **Blockchain Loyalty Platform** — reusable internal asset deployed across Singapore tourism clients: Gardens by the Bay, Singapore Zoo, MBX events.
- **Internal Cybersecurity Portal** — risk surface and remediation prioritisation tool for KPMG's internal cybersecurity practice.

Concentrix Tigerspike · Singapore

Oct 2019 — May 2021

Senior Project Manager

- **Directed a USD 1M** employee well-being mobile platform across multidisciplinary and offshore teams.
- **Led digital transformation** of a major telecom operator's mobile ecosystem across multiple vendors and delivery streams.
- **Introduced delivery governance practices** that reduced rework and increased stakeholder confidence programme-wide.

EY Singapore · Singapore

Nov 2018 — Sep 2019

Digital Project Manager

- **Delivered digital transformation initiatives** across experience design, delivery governance, and enterprise stakeholder alignment.

Adelphi Digital · Singapore

Jun 2016 — Oct 2018

Digital Consultant

- **Led delivery for high-visibility government platforms:** Prime Minister's Office, President's Office, MOE (60+ institutions), and Singapore Polytechnic.
- **Expanded scope from delivery** into client advisory, solution design, and facilitation.

THOUGHT LEADERSHIP & EXTERNAL PRESENCE

- **Showcase Presenter, Super AI 2025** — represented KPMG Digital Village at one of Asia's largest AI conferences.
- **Presenter, Microsoft AI Tour Singapore (Feb 2025)** — represented KPMG Digital Village on enterprise AI transformation.

EDUCATION

Bachelor of Computer Science — **University of Mumbai** *2004 – 2007*