

Gautam Parab

Data Analytics Architect & Customer Success Leader — AI-Driven Data Platforms

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Summary

Data analytics architect and leader with over 16 years in business intelligence and analytics, specializing in AI-driven data platforms and modern analytics solutions. Founding member of the Customer Success team at ThoughtSpot, where I led initiatives across 100+ customers and a portfolio of approximately \$40M+ ACV, delivering renewals and expansions with Apple, AbbVie–Allergan, Snowflake, Baker Hughes, and Randa–Haggar. Now architecting the governed business context that enterprise agentic analytics reasons over. Published researcher, IEEE Senior Member, and journal editorial board member.

Experience

WisdomAI, Customer Success Manager / Agentic Context Architect Apr 2026 – present
Federated Agentic Intelligence platform for enterprise analytics — Conversational BI, AI-powered dashboards, and Analytics Agents on a continuously governed semantic layer, the Adaptive Context Engine.

- Own post-sales success for enterprise customers, from onboarding and adoption through renewal and expansion.
- Architect the governed business context each deployment reasons over — metric definitions, semantic models, source routing, and permissioning — so conversational, dashboard, and agent surfaces return consistent answers from the same approved definitions.
- Resolve conflicting or ambiguous metric definitions into authoritative measures, and validate agent output against expected ranges before customers depend on it.
- Configure Analytics Agents that reason across structured and unstructured enterprise data and take permissioned action, with the provenance and human-in-the-loop controls enterprise deployment requires.
- Act as the voice of the customer to product and engineering, feeding deployment experience back into platform capability.

CVS Health, AI Projects (Contractor, via Gardner Resources Consulting) Nov 2025 – Mar 2026
• Architected AI and analytics solutions on Google BigQuery, designing BigQuery-native AI/ML workloads and governed semantic layers over enterprise healthcare and retail pharmacy data.
• Designed AI-driven analytics architecture supporting natural-language and agent-driven consumption of enterprise data, including retrieval patterns, access control, and provenance for AI-generated insight.
• Built analytics pipelines and data models serving both traditional BI reporting and downstream AI workloads from a single governed source.

SQORai, Co-Founder / Senior Director of Product Delivery & Client Enablement Aug 2025 – Oct 2025
Autonomous decision-intelligence platform that connects to a company's data warehouses and business applications, generates the relevant KPIs, and answers performance, causation, and forecasting questions with evidence-backed answers reconciled to the ledger.
• Co-founded the company and led product delivery and client enablement.

ThoughtSpot, Manager of Customer Success, North America East – Dallas, TX Aug 2024 – July 2025
• Led a team of Customer Success Architects and Engineers focused on renewals and expansion of AI-driven initiatives across the North America East territory.
• Oversaw post-sales strategy for tens of millions of dollars in ACV.
• Achieved 99.5% Gross Annualized Target Renewal and 110.5% Net ATR.

ThoughtSpot, Senior Technical Architect, Customer Center of Excellence – Dallas, TX Jan 2023 – July 2024
• Designed and implemented complex technical solutions across the modern analytics ecosystem, leveraging ThoughtSpot, Mode, and complementary data technologies.
• Conducted detailed use case reviews to align customer requirements with platform capability, and established delivery processes for internal and customer-facing teams.

ThoughtSpot, Customer Success Manager – Dallas, TX Nov 2019 – Jan 2023
• Delivered 100% Gross Retention Rate and 125% Net Retention Rate.
• Acted as the voice of the customer to internal product teams, informing roadmap and feature decisions from real-world deployments.

- ThoughtSpot**, Customer Success Architect, Professional Services – Dallas, TX Apr 2018 – Oct 2019
 Across the ThoughtSpot tenure (2018–2025): founding member of the Customer Success team; managed 100+ customers and a portfolio of approximately \$40M+ ACV, including Apple, AbbVie–Allergan, Snowflake, Baker Hughes, and Randa-Haggar; developed ThoughtSpot's first ChatGPT integration and consulted on ChatIQ, an AI support agent embedded in Intercom.
- Led cross-functional teams of internal and external stakeholders through ThoughtSpot implementations within existing customer BI and analytics environments.
- Various Startups**, Investor and Advisor Jan 2017 – Dec 2025
- Advisory and investment roles across multiple early-stage companies, with positive exits.
- PwC**, Managing Consultant / Tech Lead, Tax Technology (Contractor, via EPE Innovations) – Dallas, TX Apr 2016 – Mar 2018
- Led a team of 10+ developers, designers, QA specialists, and administrators across multiple workstreams, delivering tax technology projects for clients including Carlisle and BlackRock.
 - Served as lead architect for ETL processes, dimensional modeling, and data visualization using Qlik, SSRS, Power BI, and JavaScript-based web charts.
 - Specialized in tax technology and international tax treaties, supporting compliance with global regulations including the OECD Transfer Pricing Guidelines.
- Analytics8**, Senior Consultant — Lead Solutions Architect / Delivery Manager – Dallas, TX Jan 2012 – Apr 2016
- Directed end-to-end delivery of data analytics solutions across 20+ customer accounts, accountable for planning, scoping, and budgeting.
 - Delivered BI solutions across retail, manufacturing, mining, telecom, healthcare, supply chain, travel, defense, and clinical services.
 - Developed reusable frameworks and best practices that became part of Analytics8's consulting offerings.
 - Led in-person instructor courses for the Qlik product suite at Qlik's accredited training center in Dallas, Texas.
- Firstsource Advantage**, Senior Data Analyst, Data and Analytics – Amherst, NY May 2010 – Jan 2012
- Led a collections analytics initiative delivering a **3x increase in collection success rates** through a probability-based ranking system built on logistic regression and decision trees, using credit score, recent contact, promise-to-pay commitments, last known salary, and contact history.
 - Built a data pipeline consolidating static and dynamic account data into a centralized warehouse, integrating LexisNexis skip tracing for hard-to-locate individuals.
 - Designed an adaptive scoring model that recalculated collection probabilities against real-time data updates; applied survival analysis to optimize contact frequency and timing. Reduced resolution times by 25%.
 - Managed enterprise data and reporting architecture for US and India debt collection centers.
- University at Buffalo**, Researcher, Research Institute for Safety and Security in Transportation – Buffalo, NY Jan 2010 – Feb 2011
- Conducted research in simulation and stochastic models focused on optimizing airport security systems.
 - Authored the thesis *Optimization of an Airport Security Selectee Lane System Using Simulation*, and co-authored the resulting paper in the *European Journal of Operational Research* with faculty from the institute.
- University Communications, SUNY Buffalo**, Student Assistant (Web Developer) – Buffalo, NY Jan 2010 – May 2010
- Tata Consultancy Services**, Assistant Systems Engineer – Mumbai, India Nov 2007 – July 2009
- **State Bank of India**: Implementation Support Engineer at SBI's core banking data center, integrating SBI's seven associate banks on a UNIX/SQL platform — one of the largest core banking implementations globally.
 - **Motorola**: Project Lead for Product Lifecycle Management system development and implementation.
- Goa Web Enterprises**, Founder / CEO – Goa, India Jan 2006 – Dec 2007
- Built and monetized GoaBlog.org, a profitable blogging business covering Goa's culture, attractions, and lifestyle.
 - Provided web development and SEO services to local businesses.

Education

MS	State University of New York at Buffalo , MS in Industrial and Systems Engineering – Buffalo, NY • GPA: 3.96 • Thesis: <i>Optimization of an Airport Security Selectee Lane System Using Simulation</i>	Sept 2009 – Dec 2010
BEng	Goa University , BEng in Mechanical Engineering – Goa, India • GPA: 3.5 (equivalent)	Aug 2003 – June 2007

Publications

Absolute Self-Governance in Multi-Agent Systems: Architectural Design and Empirical Observations <i>Gautam Parab</i> github.com/gparab/absolute-self-governance (Technical report, with open-source reference implementation)	July 2026
Manufacturing 4.0: AI-Driven Analytics for Predictive Maintenance <i>Gautam Parab</i> (International Journal for Multidisciplinary Research (IJFMR), 6(6))	Nov 2024
Agentic AI in Data Analytics: Transforming Autonomous Insights and Decision-Making <i>Gautam Parab</i> (International Journal of Scientific Research in Computer Science, Engineering and Information Technology, 10(6), 1752–1759)	Nov 2024
AI in Healthcare Analytics: Transforming Patient Care and Operational Efficiency <i>Gautam Parab</i> (International Journal of Computer Engineering and Technology (IJCET), 15(6), 1539–1546)	Nov 2024
AI-Driven Personalization in Retail Analytics: Transforming Customer Experiences <i>Gautam Parab</i> (International Journal of Research in Computer Applications and Information Technology (IJRCAIT), 7(2), 2387–2396)	July 2024
Simulation-Based Selectee Lane Queueing Design for Passenger Checkpoint Screening X. Nie, G. Parab, R. Batta, L. Lin 10.1016/j.ejor.2011.12.012 (European Journal of Operational Research, 219(1), 146–155)	Jan 2012
Optimization of an Airport Security Selectee Lane System Using Simulation <i>Gautam Parab</i> (M.S. Thesis, State University of New York at Buffalo — 56 pages, ProQuest 1488938)	Jan 2011

Awards and Honors

- **Platinum Winner, TITAN Business Awards 2025** — Information Technology, Analytics, for *Enterprise Analytics Modernization & Real-Time Insights*
- **Platinum Winner, TITAN Innovation Awards 2025** — Best Artificial Intelligence Technology Innovation, for *IT Analytics Self-Service Transformation with Real-Time Data*
- **Platinum Winner, NOBLE Business Awards 2025** — Outstanding Achievement in Data and Analytics, for *Analytics Modernization: Self-Service Data Transformation*
- **Platinum Winner, NOBLE Business Awards 2025** — Outstanding IT Innovation, for *Dispatch Optimization via GeoAnalytics & Route Planning*
- **Best Customer Success Architect, North America** — ThoughtSpot
- **President's Club Award** — ThoughtSpot
- **Customer Success Manager of the Quarter** — ThoughtSpot
- **Highest Beyond Data Conference Registrations** — ThoughtSpot, two consecutive years
- **2014 Consultant of the Year, South West** — Analytics8 (January 2015)

Professional Service

- **Editorial board member**, three IAEME Publication journals since December 2024 — IJEAAI, IJITMIS, and IJVAR
- **Technical Program Committee**, DSIT 2024 — 7th International Conference on Data Science and Information Technology (ISAC), seven papers reviewed
- **Reviewer**, IEEE InC4 2025 — International Conference on Contemporary Computing and Communications, IEEE Computer Society Bangalore Chapter, four papers reviewed
- **Reviewer**, IEEE/ICCA 2024 — International Conference on Computer and Applications, Cairo; recognized by the chairs as "a very active reviewer"
- **Reviewer**, CE2CT 2025 — IEEE Uttar Pradesh Section, Graphic Era Hill University, ten papers reviewed
- **Reviewer**, FRUCT37 2025 — Conference of Open Innovations Association FRUCT
- **Journal reviewer**, four IAEME Publication submissions
- **Industry Judge**, 2025 Globee Awards for Cybersecurity

Memberships

- **Senior Member**, IEEE — elevated December 2024
- **Full Member**, Sigma Xi, The Scientific Research Honor Society — elected 2025
- **Fellow**, Institution of Electronics and Telecommunication Engineers (IETE) — January 2025
- **Member**, British Computer Society (BCS)
- **Member**, Forbes Technology Council — since February 2025
- **Member** (Fellowship level), Hackathon Raptors — since March 2025
- **Fellow**, IAEME Publication — since December 2024
- **Member**, AI2030
- **Executive Member** (2003–2005) and **Life Member**, Association of Friends of Astronomy, Goa

Skills

Cloud data platforms: Google BigQuery, Snowflake, Databricks, Azure, AWS, GCP, Redshift

Business intelligence: ThoughtSpot (Software and Cloud), QlikView, Qlik Sense, Mode, Power BI, Tableau, Birst, SAP BI, SSRS/SSAS, NPrinting, QlikMaps, Lexalytics, MicroStrategy, Sigma

Databases: MS SQL Server, MySQL, Hadoop Hive, SAP BW, Oracle, Falcon

ETL / ELT / modeling: Alteryx, Informatica, T-SQL, SSIS, Erwin, TQL, dbt, Fivetran

Programming: Python, C, C#/.NET, PL/SQL, HTML/CSS, XML, PHP, R, shell scripting, OpenAI APIs

Other: Salesforce, Vivun, Arena (stochastic simulation), Minitab

Certifications: ThoughtSpot Professional / Cloud Architect / Administrator; QlikView Trainer, Developer, Designer, Server Administrator, Accredited Technical Contact; Power BI (DAT207x); Microsoft Certified Professional; Snowflake Hands-On Essentials

Languages: English (native or bilingual), Konkani, Marathi, Hindi, French (limited working)