

Akshat Surolia

HEAD OF AI · WYSA

akshatsurolia0@gmail.com linkedin.com/in/akshatsurolia akshatsurolia.com

Head of AI at WYSA with 5+ years taking AI from experiment to production. I build and lead the systems behind conversational mental healthcare at scale: agentic orchestration, memory and personalisation, voice, safety and guardrails, inference infrastructure, and AI governance.

EXPERIENCE

Wysa

Bengaluru, India

2026 - Present

Head of AI

- Lead AI strategy, architecture and roadmap across products and new initiatives; build and mentor the AI team while staying hands-on with the hardest problems.
- Architect agentic conversational systems with long-term memory and personalisation, bringing continuity and context-aware support to conversations at scale.
- Own AI safety and governance for clinical-grade AI: risk detection, guardrails, escalation, evaluation, privacy and responsible deployment.
- Lead inference strategy across model benchmarking, optimisation and self-hosting, with multi-provider routing and fallbacks for reliability, latency and cost.

Senior AI and Ops Engineer

Apr 2024 - 2026

- Built a multi-layered safety and risk-detection stack with clinical escalation: 0.98 F1 on critical risk and 89% fewer false positives.
- Designed a high-performance agentic GenAI architecture with real-time observability, and introduced an AI gateway for reliable model routing and fallbacks.
- Turned 40+ therapeutic guidelines into a production conversational framework, lifting retention and engagement 10x.
- Built multilingual infrastructure that cut new-language launches from 12 months to under 1.
- Cut compute by 90% through model optimisation: quantization, graph optimisation and operator fusion.
- Set ethical, clinical and security guardrails for LLMs and served as primary contact for AI security compliance and audits.

Deep Learning Engineer

May 2023 - Apr 2024

Machine Learning Engineer

Jul 2022 - May 2023

Dsmatics

Pune, India

Data Scientist

Aug 2021 - Jul 2022

- Built deep learning models and an MLOps framework for the full model lifecycle; synthetic data cut data acquisition costs by 95%.

Necesario Innovations

IIT Gandhinagar, India

Computer Vision Engineer · Technical Head

Jan 2021 - Jul 2021

- Led computer vision R&D on edge devices: real-time HDR imaging, 3D reconstruction and super-resolution, with quantization and TensorRT making inference up to 5x faster.

EDUCATION

M.S., Artificial Intelligence and Machine Learning · Gujarat University

2019 - 2021

B.Sc., Computer Science · GLS University

2016 - 2019

PUBLICATIONS

Recommendation System based on Artist and Music Embeddings · GLS KALP – Journal of Multidisciplinary Studies

Jun 2022

Ooze – Handwritten Text Generator · GLS KALP – Journal of Multidisciplinary Studies

Nov 2021

SKILLS

AI SYSTEMS	Agentic systems · Memory & personalisation · RAG · Voice AI · AI safety & evaluation
INFERENCE	Model benchmarking & optimisation · Self-hosting · Routing & fallbacks · Quantization
MODELS	LLMs · Fine-tuning (PEFT, SFT) · NLP · Computer vision
ENGINEERING	Python · MLOps · Observability · AWS