



Speaker and podcast guest. Senior Director of IT, Maximus.

Jisu Dasgupta

Making enterprise AI work for the people who use it: AI, platforms, customer and employee experience, and modern IT management.

About

Jisu is a Senior Director of IT at Maximus, where he leads enterprise technology and global teams. His work sits where AI, platforms and experience meet: modernizing enterprise platforms, putting AI to work in employee and customer self-service, and building operating models where technology is measured by the outcomes it delivers.

Talk topics

Where AI meets the enterprise

Most AI programs stall between the demo and the business. What it takes to move from pilots to production: the data, knowledge and platform foundations underneath, and the operating model that keeps AI useful after launch.

Modern IT management: running technology like a business

The shift from IT as a cost center to IT as a product organization, funding by outcomes, designing around the customer, and measuring the business value technology creates.

Platforms people want to use

Why platform strategy is now experience strategy. How consolidating and simplifying the enterprise platform makes AI, automation and self-service possible, and how to get adoption, not just deployment.

Experience is the strategy

Customer and employee experience as the real scorecard for technology. Designing journeys, AI assistants and self-service that people choose, and connecting experience to revenue, productivity and trust.

Leading AI responsibly

Augmentation over replacement, bias as the most overlooked risk, and the governance leaders need to scale AI with confidence across employees and customers.

From Tura to Houston

A personal story about growing up in Meghalaya, starting over in a new country, and building a career in technology leadership, for students, early-career and community audiences.

Formats

Keynote · 30–45 min, Panel or moderator, Fireside chat, Podcast guest, Executive workshop, University & student talks. In person from Houston, or virtual.

Companies

maximus

accenture

tcs
TATA
CONSULTANCY
SERVICES

HCLTech

IBM

genpact

Industries

Federal & public sector · Oil & gas · Restaurants (QSR) · Travel · Insurance · Retirement services, and more

Credentials

MBCS · ServiceNow · ITIL Service Operations · Leading SAFe 6.0 · ICAgile Certified Professional · AWS · Microsoft Azure · MIT Professional Education, AI & ML (in progress)

Speaking & mentoring

HAIDA, Speaker, Superhuman or AI: The Evolution of Intelligence and Our Role in It

Don Bosco College, Speaker

E-Cell, IIT Bombay, Mentor

MBCS, Professional member

Recognition, 2025 HDI Award, enterprise transformation

Featured in

THE AI JOURNAL The AI Journal

ALLTECH Magazine All Tech Magazine

APMdigest APMdigest

Analytics Insight Analytics Insight

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