

Rishi Malhotra

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Open to Relocation (EU / UK / US)

Professional Summary

Forward Deployed AI Engineer building production **RAG pipelines, MCP servers, and AI agent workflows** embedded directly inside client systems. Currently at Generation C as **Integration & AI Engineer**, serving as embedded technical lead for enterprise clients architecting Model Context Protocol servers, retrieval pipelines over internal documentation, and automated agent workflows (quote generation, Power Automate/Copilot Studio) for marine engineering and logistics organizations, alongside GDPR-compliant systems integration work. Background combines this hands-on delivery with **enterprise-scale systems experience** from a prior role at Blue Cross Blue Shield (HIPAA-governed platforms serving 23M+ members) and a recently completed MSc in Health Economics, Policy & Law (Erasmus University Rotterdam), which sharpens the ability to turn ambiguous, high-stakes domain problems into scoped, working solutions. Comfortable owning delivery end-to-end: **architecture, integration, and hands-on build.**

Experience

Integration & AI Engineer

Jul 2026 – Present

Generation C · Part-time · Rotterdam, NL (Hybrid)

- Built a custom **MCP server on Azure integrated with Copilot Studio**, and a RAG pipeline over internal documentation, enabling AI-assisted access to technical knowledge across the organization.
- Run **AI adoption workshops** with client stakeholders conducting discovery interviews to identify and scope high-value AI use cases across their workflows.
- Delivered **full-stack engineering** for a customer-facing portal integrated with a legacy WMS: backend API design, database schema design, and a secure, **GDPR-compliant proxy architecture** built on privacy-by-design principles.
- Built **Python automation functions for warehouse management operations**, improving throughput performance and KPI reporting for a client's operations.
- Hardened integrations with **firewall configuration, secrets management, and authentication design**, plus shared-secret validation and row-level security.
- Configured and secured Linux infrastructure (nginx, firewall, SSH key-only auth) for production environments.

Technology & Innovation Consultant

Sep 2025 – Jul 2026

Generation C · Part-time · Rotterdam, NL (Hybrid)

- Served as **end-to-end technical lead** on client engagements; combining BA, solution architect, app architect, and AI developer roles within small agile teams.
- Designed full PRD and system architecture for a publisher platform launch: UI flows, backend DB components, RAG/AI layer, and platform infrastructure.
- Led an IT systems mapping engagement for a marine shipping company, scoping AI implementation opportunities across the organization's workflows.
- Advised clients on **GDPR-compliant system design**, translating regulatory constraints into architectural decisions for data storage, access, and processing.

IT Product Analyst II

Aug 2024 – Jul 2025

Blue Cross Blue Shield (HCSC) — IL, TX, MT, OK & NM · Richardson, TX

- Served as product BA on the migration of a mission-critical **member identity platform** serving 23M+ members, leading use case documentation and requirements validation across solution architects and developers.
- Supported re-architecture of the member contact DB to a Databricks medallion architecture and coordinated **migration of 40+ downstream consumer teams** onto the new API version.
- Managed delivery of **\$1M+ in regulatory (ACA/TPO) compliance features**, including a provider data API integration for 9,300+ behavioral health providers.
- Ensured **HIPAA compliance and data governance standards** across all member communication workflows at enterprise scale.

IT Product Analyst I

Blue Cross Blue Shield (HCSC) · Richardson, TX

Aug 2023 – Jul 2024

- Coordinated a **40+ member cross-functional team** to deliver a half-million-dollar IT product cost estimation tool, from requirements gathering through UI prototyping and C-suite proof-of-value delivery.
- Owned the final epics of a **federal TPO mandate implementation**, translating ACA cost transparency laws into requirements for member-facing benefit tools; recognized as top new analyst in the department.
- Tested API request/response cycles and collaborated with 30+ Account Executives and Corporate Strategy on client-facing delivery.

Freelance Music Composer

Malhotra Music Publishing

Aug 2021 – Present

- Composition work spanning musical theatre, classical art song, and professional PR/commercial projects.

Research

MSc Thesis, Erasmus University Rotterdam

Cost-effectiveness of Bi-annual Lenacapavir vs. Daily Oral PrEP for HIV Prevention in the Netherlands

Built a discrete-time stochastic compartmental HIV transmission model calibrated to the Dutch MSM population (LHS/ABC-SMC calibration) to evaluate the cost-effectiveness of Lenacapavir PrEP relative to daily oral PrEP, implemented in Python. Findings show Lenacapavir does not meet standard cost-effectiveness thresholds under list pricing, raising questions of **conditional cost-effectiveness**, **equity**, and **access** relevant to Dutch HTA decision-making. Currently adapting the analysis into a manuscript for submission to health economics journals.

Technical Skills

- **AI & Architecture:** RAG systems, Model Context Protocol (MCP), AI agent architecture, tool-use orchestration, vector search, semantic search, embedding models, LLM-assisted development (Claude, Azure, Copilot Studio), solution architecture, system mapping, Python
- **APIs & Data:** API development & testing, REST APIs, database & schema design, authentication flows, JSON, Kafka, SQL, NoSQL, Databricks, medallion architecture, ETL pipelines, WSO2, WMS integration, Insomnia, Grafana
- **Product & BA:** Product road-mapping, SDLC, Agile/Scrum, sprint facilitation, Jira, Confluence, Aha!, Wrike, use case analysis, PRD authoring, functional & non-functional requirements, UAT/QA coordination, stakeholder management
- **Regulatory:** HIPAA, GDPR, privacy by design, TPO/ACA cost transparency mandates, data governance, Health Technology Assessment (HTA)
- **Analytics:** Tableau, Power BI, R, data modeling, logistic regression, ANOVA, regularized regression
- **Tools:** MS Visio, Figma, Canva, MS Office Suite, SaaS vendor management

Education

MSc Health Economics, Policy & Law

Erasmus University Rotterdam

2026

Graduate Certificate — Healthcare Finance

Oklahoma State University

MS Data Analytics

Western Governors University

BS Economics · BA Composition · BA Music

Oklahoma State University · Top 10 Senior, College of Arts & Sciences

Languages & Certifications

- **Languages:** English (native) · French (B1) · Hindi (conversational)
- **Certifications:** Claude Certified Architect – Foundations (CCAR-F), Anthropic Partner Network – in progress · Agile PM with Jira Cloud (LinkedIn) · Learning Jira Software (LinkedIn)
- **GRE (Oct 2023):** Verbal 160 (84th pct) · Quantitative 158 (55th pct) · Analytical Writing 5.0 (91st pct)