

Sarosh Hussain

Commercial AI CTO · Former Enterprise CIO · Production AI Systems

info@saroshhussain.com · +1 346-420-5659 · Houston, TX · saroshhussain.com · linkedin.com/in/saroshhussain · github.com/shmindmaster

SUMMARY

Commercial AI CTO and former enterprise CIO who builds production AI products and operating systems from idea to revenue, regulated deployment, and enterprise scale. Built and led an AI customer-operations platform to \$1M ARR, delivered HIPAA-compliant NLP-to-SQL live across 50 pharmacy locations for an approximately \$100M enterprise, and built a multi-intent support agent for a \$1M ARR Shopify portfolio. Leads 30 engineers and remains hands-on with durable execution, context engineering, hybrid RAG and reranking, MCP, evaluation gates, GenAI observability, least-privilege tools, and human release authority.

SELECTED DELIVERY BREADTH

- **Founder-owned companies:** Pendoah and MahumTech are distinct founder-owned operating and delivery companies, with company-specific work attribution preserved.
- **International delivery:** Delivered anonymous U.K. SaaS architecture and AI-native product work, Italian corporate-credit and legal-tech AI, and Canadian sales-and-loyalty agent workflows.
- **Interim CTO turnaround:** In a 2025 three-month engagement for a confidential venture-backed AI-native health and wellness platform, stabilized a multi-repository React Native/Expo, NestJS/Prisma, TimescaleDB/Postgres, DragonflyDB, LangGraph, and AWS estate; recovered the production API and Redis/Dragonfly TLS; installed backlog/PR/CI/go-no-go governance with Sentry; submitted and delivered a TestFlight beta; and completed handover.

EXPERIENCE

CTO & Partner

February 2022 - Present

Pendoah · Founder-owned AI product and delivery company · Houston, TX

- Built and led an autonomous customer-operations SaaS platform to \$1M ARR; a ground-up v2 rebuild and autonomous-agent launch increased customer resolution rates by an average of 30% and shortened onboarding from months to days.
- Built a separate multi-intent AI support agent for a \$1M ARR Shopify portfolio using email, commerce, shipment tracking, knowledge rules, policy gates, human escalation, and offline evaluation.
- Architected and delivered HIPAA-compliant NLP-to-SQL analytics live across 50 retail and private pharmacy locations for an approximately \$100M enterprise.

Chief Information Officer

June 2017 - February 2022

Perry Homes · Houston, TX

- Led cloud and AI modernization that underwrote growth from \$800M to \$1.71B.
- Reduced IT operating expense about 20% and retired about 70% of legacy applications.
- AI-enabled customer platforms contributed about \$50M in commercial uplift and 20% higher customer lifetime value.

Director, AI / Cloud / Digital Consulting

2010 - June 2017

Accenture, PwC & Omnicom/Credera · United States

- Translated executive and customer priorities into AI and platform strategies, target architectures, operating models, governance, and measurable roadmaps.
- Led multidisciplinary teams from discovery and prototypes through production transition across healthcare, pharma, consumer, finance, energy, and other complex environments.
- Delivered regulated and high-scale programs while keeping client names and client-specific outcome claims confidential unless explicitly cleared.

EDUCATION

- **M.S., Business Finance & Strategy** — Texas A&M University-Victoria 2022
- **B.S., Computer Science** — Texas A&M University-Victoria 2007

SPEAKING

- Workshop on Generative AI for Shared Services & GBS — SSONetwork (2024)
- Strategic Cloud Migration & IT Modernization — NCS CIO-to-CIO Event (2020)
- AI for Business Transformation — Gartner Houston CIO Summit (2021)

OPEN SOURCE

- **CrewScore** — Offline, deterministic linter for agent system prompts: 23 published controls, cited findings, no API key, and no model call. <https://github.com/shmindmaster/crewscore>
- **GitPin** — Twelve-tool read-only MCP and pull-request gate that binds delivery claims to exact committed paths, lines, full SHAs, and content hashes. <https://github.com/shmindmaster/gitpin>