

Tarun Upaday

Government-scale technical pre-sales, architecture, and production AI deployment

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SUMMARY

Technical founder. I take regulated customers from procurement and discovery through architecture, implementation, controls, and production operations. I have done this at national scale with government agencies, health plans, systems integrators, and cloud providers. Current focus: making LLM agents dependable in production through tool design, evaluation, and explicit controls. US citizen, clearance-eligible, based in the Washington, DC area.

CAREER HIGHLIGHTS

- Recruited by CMS leadership in 2016 for a proposed Special Advisor for Technical Strategy role. Chose to continue building government-scale technology in the private sector.
- Led a 30-person technical pre-sales and architecture team across the US and India for five-plus years.
- Co-founded Pine Labs, GlobalLogic, hCentive, and Routespring. GlobalLogic was later acquired by Hitachi; hCentive's government business by Optum; Pine Labs went public in India in 2025.

CURRENT LLM WORK

- Built TraceGuard, a prototype evaluation harness for tool-using agents. It injects stale reads, partial writes, non-idempotent retries, and false completion claims. It scores whether the agent verified external state before claiming success. Research page: tarun.me/traceguard.
- Built Deterministic Offload: rule-shaped LLM routing calls replaced with code, validated by replaying 631 logged decisions against operator corrections. Submitted the method to TRACER, an open-source routing library (per-class calibration, PR #80). Essay: tarun.me/posts/the-llm-call-you-can-delete.
- Built the Google Flights Policy Recommender, an MCP server for corporate-travel-policy-aware flight search. It checks options against company policy at search time, not at expense review, and ranks by traveler preferences. Repository: github.com/tarun101/google-flights-policy-mcp.
- Run PillWatch, a student research program with JHU EEHPC Lab mentorship: on-device computer vision for a 21-cell pill organizer. Current results: a reference-conditioned CNN at macro-F1 0.81 with 80k parameters. Details: tarun.me/projects.
- Run daily multi-agent operations across live business workflows: communications triage, document intake, scheduling, reconciliation. Every consequential action passes a human approval gate and leaves an audit trail.
- Wrote "When Can You Delete an LLM Call?" ([preprint PDF](#)); arXiv submission awaiting endorsement. Writing a second paper on when an agent's completion claim can be accepted without verifying external state.

Technical: Python, AWS, MCP and LLM tool design, evaluation harnesses, enterprise system integration, security controls.

EXPERIENCE

Routespring · Founder & CEO · Bethesda, MD · Feb 2020–present

Operational software for corporate travel and airline crew travel: disruption recovery, hotel coordination, payments, settlement, reconciliation.

- Lead customer discovery, product direction, major customer relationships, implementation, and production operations.
- Deploying LLM and voice agents for exception-heavy coordination, with explicit controls and human escalation.

hCentive · Co-founder & CTO · Reston, VA · Jun 2009–Mar 2016

- Led technical pre-sales and architecture in partnership with sales: RFP response, discovery, demonstrations,

implementation, production operations.

- Worked directly with CMS and with state agencies in Massachusetts, Kentucky, and Maryland.
- Built the first productized ACA-compatible individual, Medicaid, and SHOP exchanges. Deployed by five states, processing 2M+ enrollments annually.
- Built enrollment and billing infrastructure connecting nine commercial carriers to 18 state exchanges. Processed 7M+ enrollments.
- Worked with systems integrators CGI, Northrop Grumman, and IBM/Cúram on state pursuits and delivery.
- Ran information security and data infrastructure. Translated HIPAA, SOC 2, ISO 27001, RBAC, and audit obligations into engineering controls, acceptance criteria, automated evidence, and continuous monitoring.
- AWS relationship covering HIPAA BAA, architecture reviews, and scaling.
- Owned the product roadmap throughout. Grew the company from three people to more than 700.

Blu Ventures · Partner · Vienna, VA · 2016–2024

- Invested in pre-revenue cybersecurity companies worldwide.

Gallop · Founder & CEO · Apr 2016–Jan 2020

- Built an AI-driven corporate travel product: conversational trip planning, booking, and traveler support. Merged into Amnet.

GlobalLogic · Co-founder & CTO · San Jose, CA · Jul 2000–May 2009

- Built the early engineering organization as the company grew to 4,000+ employees. Supported sales growth from zero to \$100M+ revenue.

Pine Labs · Co-founder & CTO · New Delhi, India · Apr 1998–May 2000

- First CTO. Built nationwide card payment and loyalty systems, including merchant settlement and reconciliation.

EDUCATION

Indian Institute of Technology, Delhi. MS, Mathematics and Computer Applications (1994–2000).

WORK AUTHORIZATION

Naturalized US citizen. Eligible for security clearance.