

# RiyazKhan Pathan

Technical Consultant

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Date of Birth: 11 December 1999 | Address: Ahmedabad, Gujarat.

## Professional Summary

Results-driven Technical Consultant and Educator with 4 years of experience at Streebo (July 2021 – June 2025), specializing in AI-driven development, full-stack engineering, and conversational AI. Skilled in building and deploying intelligent chatbots using IBM Watson Assistant, AWS Lex, Google Dialogflow, and OpenAI (GPT-4o, GPT-5) integrated with Facebook, WhatsApp, SMS, and voice automation (Twilio STT/TTS). Architected the Product Commerce Framework (PCF) leveraging MERN Stack and SQL, and AI models to deliver personalized product recommendations and seamless client engagement. Contributed to a cognitive search system using web crawlers, Vector DB, and RLHF, enhancing contextual data retrieval and knowledge discovery. Recognized for expertise in prompt engineering, AI optimization, and technical leadership, with a proven track record of mentoring interns, fostering innovation, and driving high-impact solutions through effective communication and problem-solving.

## Education and Qualification

- Bachelor of Engineering in Computer Engineering: 2018 – 2021 : 8.58 CGPA**

Government Engineering College, Modasa (Gujarat Technological University)

- Diploma in Computer Engineering: 2015 – 2018 : 8.94 CGPA**

Government Polytechnic, Ahmedabad (Gujarat Technological University)

## Technical Skills

- Programming Languages:** JavaScript, Arduino, Java
- Frontend Development:** HTML, CSS, React JS, Angular
- Backend Development:** Node JS, Express JS
- Database Management:** MySQL, MongoDB
- Conversational Platforms:** IBM Watson Assistant, AWS Lex, Google Dialog Flow, Twilio
- Conversational AI Platforms:** OpenAI, Grok, Perplexity, Claude
- Application Software:** Visual Studio Code, Cursor, Trae, Eclipse, Postman
- Technologies:** MERN and MEAN Full Stack, IoT
- Deployment:** Basics of CI/CD with Docker, Jenkins and AWS (EC2 and S3) using GitHub Actions

## Experience

### Technical Consultant at Streebo (July 2021 - June 2025)

- Designed and deployed AI chatbots to automate sales and demo workflows for enterprise clients.
- Built the Product Commerce Framework (PCF) integrating Watson Assistant, OpenAI (GPT), and Twilio for multi-channel chat and voice automation.
- Developed a cognitive search engine using Vector DB, RLHF, and web crawlers for smarter, context-aware data retrieval.
- Mentored interns in building chatbot solutions using Watson, Lex, and Dialogflow.
- Boosted system reliability and performance by optimizing backend processes and resolving critical issues.

## Key Projects

### Product Commerce Framework (PCF)

**Technologies:** IBM Watson Assistant, Open AI (GPT-5, GPT-4o, GPT-3.5), React JS, Node JS, MongoDB, MySQL, Twilio

- Designed and developed an AI-driven Product Commerce Framework using JavaScript and IBM Watson Assistant to dynamically fetch product details from an SQL database based on user inputs.
- Implemented intelligent product-related questioning using OpenAI models (GPT-4o, GPT-5) with optimized prompts to accurately capture and respond to client needs.
- Enabled multi-channel communication (Facebook, WhatsApp, SMS, and Voice) via Twilio, integrating Speech-to-Text (STT) and Text-to-Speech (TTS) for natural conversational interactions.
- Enhanced user experience with interactive product carousels, personalized recommendations, and cart functionality for sales demonstrations.

### Cognitive Search System

**Technologies:** Weaviate Vector DB, Document Ingestion, RLHF, Angular

- Collaborated with cross-functional teams to develop a cognitive search platform capable of processing and understanding data from websites, PDFs, and other unstructured sources.
- Integrated Reinforcement Learning with Human Feedback (RLHF) to continuously refine search relevance and accuracy.
- Delivered 25% improvement in chatbot response precision through prompt optimization and intelligent data handling.
- Ensured robust system performance and scalability for real-time query resolution and knowledge retrieval.

### LEAP (Integrated Solution)

**Technologies:** IBM Watson Assistant, AWS Lex, Google Dialog Flow, React JS, Node JS, MongoDB, AWS, Jenkins

- Supported the development and integration of LEAP, an AI-powered solution designed to automate and enhance sales engagement workflows across multiple channels.
- Built conversational interfaces using IBM Watson Assistant, AWS Lex, and Google Dialogflow, integrating WhatsApp and SMS for real-time client communication.
- Established a CI/CD pipeline using Jenkins for automated build, test, and deployment processes, improving release reliability.
- Reduced demo setup time by 40% through automation using AWS and Jenkins, with reusable workflow components and deployment scripts.
- Mentored interns on chatbot development and cloud deployment best practices, ensuring consistent delivery standards and technical growth.

Other Small Projects like: Asset Management System, Leave Management System, Academic Performance Management System, Personal Chatting Application, Activity Tracker and ToDo App

## Awards / Certification

- First Prize for Final Year IoT based Smart City Project, Gujarat Technological University - 2021
- Experience Letter from Streebo
- IoT and Robotics Teaching Certificate from Shahin Foundation, Ahmedabad