Kumar Abhinav

Solution Engineer

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| **Core Technologies & Skills**  FastAPI, REST APIs  RAG Pipelines  ETL Pipelines  Relational & NoSQL Databases  Customer Engagement  Requirement Gathering  Proposal & RFP Support  On Site POC & Training  Technical Workshop & Demos | Solution Engineer who embeds with enterprise clients to deliver & scale AI voice/chat solutions. Expert at running presales demos, capturing requirements, and translating them into production FastAPI & RAG pipelines—all while driving adoption through hands-on training and support  **Career Highlights**   * **Enterprise Ticket Automation POC (LinkedIn):** Partnered with IT leadership to scope, prototype, and demo a FastAPI-based, LLM-driven ServiceNow-Jira integration. Drove acceptance through two on-site workshops, reducing pilot MTTR by 45% and paving the way for full-scale rollout. * **Bahrain Supply-Chain Analytics Suite:** Led the end-to-end custom product development of a cloud-hosted dashboard platform for the Kingdom of Bahrain’s Ministry of Health. Defined the product roadmap and feature set—including real-time metrics, drill-down views, and alerting—while building a secure SQL→ Elasticsearch pipeline that cut data latency 50%. Launched predictive modeling modules that boosted supplier on-time performance by 30% and delivered a 15% reduction in client operating costs, driving a 25% uplift in overall efficiency. |

**Work Experience**

**LinkedIn** | **Sr. Solution Engineer (Contractor)**, Mountain View, CA. October 2024 to Present Member of the Platform Engineering team, where I build and ship Python & FastAPI–based automation frameworks for 28,000 internal customers. I deliver resilient, scalable solutions that slash manual work and boost operational efficiency.

**Specific projects:**

* **Ticket Automator:** An AI-driven ServiceNow + Jira pipeline that auto-resolves and closes routine tickets by mining our internal knowledge base. Led pilot rollout to 500 users, then scaled to 28K. Customers enjoy a 40–45% reduction in MTTR, 30–35% lower support costs, and faster engineering response times.
* **Voice & Chatbot Platform:** A unified, Python-based backend replacing our legacy Java help-bot. Supports voice/text ticket creation, knowledge-based searches, on-call queries, and meeting-room booking—improving operational efficiency by 40%, reducing infrastructure spend, and ensuring 24×7 availability.
* **Daemon Orchestrator:** A Temporal-based workflow engine that retired fragile background daemons. Features automatic retries, real-time logging, and alerting—reducing unplanned downtime by over 50% and giving on-call teams clear system visibility.

**RFXCEL (Part of Antares Vision)**. | **Solution Engineer,** San Ramon, CA. May 2023 – Dec 2024 As a Solution Engineer, I partnered closely with the Sales Engineering team to architect and deliver bespoke analytics and automation products for key healthcare and pharma clients—driving measurable improvements in efficiency, scalability, and user adoption.

**Custom Products & Client Solutions:**

* **Supply-Chain Analytics Platform:** Co-designed and delivered an end-to-end dashboard solution for Bahrain’s Ministry of Health. Conducted on-site workshops to define KPIs, then built a secure SQL Elasticsearch pipeline. The resulting product halved data-query latency and empowered operations teams to make real-time decisions, boosting process efficiency by 25%.
* **Predictive Scorecards for Cardinal & Walgreens**: Partnered with supply-chain leads at Cardinal and Walgreens to prototype predictive supplier-scorecard models using Python, SQL, Tableau, and GenAI. Iterated on deliverables through weekly review sessions—improving supplier on-time performance by 30% and slashing client data-processing effort by 40%.
* **Gen AI query assistant for Pharma Clients:** Partnered with customer support managers to define use cases and co-built an embedded GenAI chatbot that converts spoken queries into SQL—enabling teams to self-serve supplier and DSCSA data in real time. Customers could check pharma data status instantly, cutting new support ticket creation by 40–45%, eliminating 4–5 contract roles, and saving ~$X K annually**.**
* **Voice-Driven Jira Ticketing Assistant**: Partnered with customer support managers and end users to co-design and deploy a FastAPI-based, Whisper-powered voice assistant embedded in Jira. Both customers and support agents can now create and update tickets via simple spoken commands—eliminating manual UI navigation, reducing ticket-creation time by 60%, and accelerating issue resolution for end customers.
* **SAP → Luprolink API for AbbVie:** Partnered with AbbVie’s event creation team and IT teams to capture integration requirements, then designed and delivered a Java Spring Boot public API that automated order handoffs from SAP into Luprolink. Customers now enjoy real-time order synchronization—eliminating manual entry, speeding processing by 30%, and scaling seamlessly as volume grows.
* **Configurable Exception-Alert Framework for Walgreens:** Partnered with Walgreens’ Exception Management team to identify dynamic notification requirements, then delivered a Java Spring Boot + Angular email-configuration UI and REST API. Support agents and business users can now customize exception-alert rules in real time, boosting SLA compliance and cutting unplanned downtime notifications by 45%.

**Vvf India Limited** | **Manager** **Business &** **Data Analyst,** Mumbai, India. Dec 2017 to Aug 2022

As the Manager Supply Chain led several key projects that optimized the supply chain process, improved manufacturing efficiency, and successfully passed internal audits by McKinsey. Achieved global inventory reduction and led the SAP GST Implementation roll-out team.

**Specific projects:**

* **Global Inventory Analysis:** Conducted in-depth inventory data analysis by creating segmentation models using SQL and Python. Identified slow-moving, obsolete, and dead stock through data clustering, leading to inventory reductions of 25% and savings of $X million.
* **Forecasting & Demand Planning Analytics:** Created demand forecasting models using Excel, SQL, and Tableau by integrating historical sales, market trends, and supplier data. Improved forecast accuracy by 20%, reduced stockouts, and increased on-time delivery rates by optimizing data-driven planning processes.

**Skills**

**Technical:** Python, Java, FastAPI, MySQL, NoSQL, Elasticsearch, Kibana, Tableau, Advanced MS Excel, Lang Chain, Azure, AWS,

**Functional:** Distributed Systems, API Development, Performance Optimization, Asynchronous Programming, Process Mapping, Delivery Presentation, Agile, SDLC, Jira, Git, Temporal, Agile, SDLC, CI/CD, Docker,

**Personal Projects**

**Toy Transformer LLM from Scratch** – Architected a mini-transformer (~1.2 M params) in PyTorch. Implemented full training loop on an Apple M2 GPU, tracked train/Val loss and perplexity over 10 epochs, and deployed a FastAPI Q&A demo. Documented parameter-count math and architectural trade-offs.

**Education and Academic Background**

**California State University East Bay**, Hayward, CA

**M.S. in Business Analytics**, Aug 2022 to Dec 2023

**Sathyabama Deemed University** Chennai, India

**B.Tech. in Chemical Engineering (Major)** | **Computer Science & Engineering (Elective)**