DHYAN NILESH PATEL

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PROFESSIONAL SUMMARY

Results-driven **AI Engineer**, **ML Engineer, Software Engineer** and **IT Engineer** with 1+ years of experience designing, deploying, and optimizing machine learning models and AI solutions. Proficient in **Python**, **TensorFlow**, **PyTorch**, and **Scikit-learn**, with hands-on expertise in **NLP**, **deep learning**, and **cloud-based deployments** using **AWS SageMaker** and **Docker**. Skilled in **data preprocessing**, **feature engineering**, and **model evaluation**, with a proven ability to deliver end-to-end AI solutions. Strong background in **IT systems troubleshooting**, **network configurations**, and **system administration** for Windows and macOS environments. Adept at collaborating with cross-functional teams to achieve business objectives and drive innovation.

PROFESSIONAL EXPERIENCE

WPP Onsite IT Engineer
Hemmersbach UK Ltd, London | Nov 2024 – Apr 2025

- Managed and resolved support tickets using **ServiceNow**, ensuring timely resolution for end users.
- Provided hardware and software troubleshooting for senior executives, resolving critical issues with minimal downtime.
- Configured and supported **VPN setups** for remote employees, addressing network connectivity issues and enhancing secure access.
- Diagnosed and resolved network-related issues including **DNS, DHCP, and IP conflicts**, ensuring smooth connectivity across office environments.
- Supported system updates and troubleshooting for both **Windows** and **macOS**, maintaining optimal performance for executive devices.
- Collaborated with IT teams to monitor and escalate unresolved incidents, improving service desk efficiency and maintaining SLA targets.
- Managed user account setups, password resets, and access permissions via **Active Directory**, streamlining IT support for over **100 users**.
- Developed and maintained support documentation, improving incident response time and reducing ticket resolution time by **15%**.
- Work with **Microsoft Azure and Active Directory** to manage user accounts, permissions, and security policies.
- Utilize **Kandji and Apple Business Manager** for macOS device management, streamlining deployment and enforcing security policies.

AI Engineer
Vasave Business Solutions, London | Jun 2023 – Dec 2023

- Designed and implemented machine learning models for classification and forecasting tasks, improving accuracy by **15%**.
- Developed Python scripts for data preprocessing, feature engineering, and model evaluation using **Pandas, NumPy, and Scikit-learn**.

- Built a custom **Natural Language Processing (NLP) pipeline** for sentiment analysis using **TensorFlow**, enhancing customer feedback analysis.
- Deployed machine learning models to production using **Docker** and **AWS SageMaker**, streamlining deployment processes.
- Collaborated with cross-functional teams to integrate **AI models** into existing systems, delivering end to-end solutions.
- Conducted research on optimization techniques for deep learning models, reducing model training time by **30%**.
- Documented workflows and prepared technical presentations for non-technical stakeholders.

EDUCATION

BSc Computer Science with Artificial Intelligence
University of Hertfordshire, Hatfield, Hertfordshire | Sep 2021 – Sep 2024

- **First Class Degree**
- Relevant Coursework: Machine Learning, Deep Learning, Data Structures, Algorithms, Natural Language Processing, Cloud Computing

CERTIFICATIONS

- **IBM**: Introduction to Artificial Intelligence (AI) | Issued: June 2022
- **Data Science with Python** | Certificate Code: 3571593 | Issued: July 2022
- **IBM AI Engineering Professional Certificate** | https://www.coursera.org/account/accomplishments/professional-cert/I0EJRVXQOLSN
- **IBM Deep Learning with PyTorch, Keras, and TensorFlow Professional Certificate |** Coursera (KTJXHGS8ZR4S) | Issued: March 2025
- **HackerRank: SQL (Intermediate)** | Certificate ID: 898B6399522C | Issued: June 2024
- **HackerRank: Software Engineer** | Certificate ID: 6C9DF1F53688 | Issued: June 2024
- **HackerRank: Python (Basic)** | Certificate ID: EA94DA639505 | Issued: June 2024

KEY SKILLS

- **Programming & Libraries:** Python, Java, C++, TensorFlow, PyTorch, Scikit-learn, Pandas, NumPy
- **Machine Learning & AI:** Regression, classification, clustering, recommendation systems, deep learning, NLP (sentiment analysis, topic modelling)
- **Data Engineering & Analysis:** Data preprocessing, feature engineering, model evaluation, Pandas, NumPy
- **IT Support & Troubleshooting:** Hardware/software troubleshooting, VPN configurations, network diagnostics (DNS, DHCP, IP conflicts)
- **System Administration:** User account management, access permissions, Active Directory
- **Tools & Platforms:** Docker, AWS SageMaker, ServiceNow, Windows, macOS