

Gokul Sathian

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Summary

- AI Engineer with 2.4 years of experience specializing in **AI/ML**, **NLP**, and **data-driven solutions** using **Python**, **SQL**, and **OpenAI APIs**.
- Proven ability in developing **RAG pipelines**, building **AI chatbots**, and leveraging **cloud platforms** (**GCP** proficient, **Azure** conceptual knowledge) for scalable deployments.
- Experienced in the end-to-end ML lifecycle from **prototyping** and **data processing** to deployment (**Docker**, **FastAPI**) and **cross-functional collaboration**.

Skills

Languages: Python, HTML, Linux, CSS, SQL, Javascript.

Database: MongoDB, Oracle SQL Developer, MySQL.

Cloud & Deployment: GCP, Azure, Docker, FastAPI, Flask, Git, Agile Methodologies.

Experience

- Bill Gosling Outsourcing**, AI Engineer (Dream Team Contributor) | Call Center Agent May 2024 to present
11 months
- Collaborated in AI 'Dream Team' to identify, design, and prototype **AI solutions**, contributing to business process automation initiatives.
 - Developed and prototyped an **AI receptionist voice assistant** using **Python**, **Flask**, **OpenAI GPT API**, potentially reducing initial call handling time by est. **15-20%** for specific query types.
 - Managed client data using **Excel** and **ServiceNow**; Utilized **Zendesk** for issue resolution tracking.
- INFOSYS**, Systems Engineer Mar 2019 to Jul 2021
2 year 4 months
- Developed and deployed **scalable backend systems** (supporting 50 internal users) using **Python**, **SQL**, **COBOL**, and **Linux** within an **Agile framework**.
 - Increased system processing efficiency by **30%** through workflow automation using **Python scripting**.
 - Engineered and optimized **data pipelines** processing over **10,000+ daily transactions** using **Oracle SQL**, ensuring high **data integrity**.
 - Followed **Agile methodologies**, ensuring timely project deliveries and collaboration.

Education

- PG Certificate in Big Data Analytics**, Georgian College, Barrie, Canada May 2023
- GPA: 8.4/10.0
- PG Certificate in Artificial Intelligence**, Georgian College, Barrie, Canada May 2022
- GPA: 8.35/10.0
- UG Bachelor of Engineering in Electronics and Communication**, U.V of Calicut, Kerala, India May 2018
- GPA: 7.3/10.0
 - Top 10 National Project Award (**Quest Global Ingenium 2017**).

Projects

- Memory Bot Conversational-Chatbot** FAISS, MongoDB, GPT
- Developed context-aware **AI chatbot** using **OpenAI GPT API** and **RAG** architecture, processing information from up to **50+ concurrent document sources**.
 - Integrated **FAISS** vector search and **MongoDB** for efficient knowledge retrieval and storage.
 - Engineered **NLP** pipeline for automated insight extraction from PDFs.
 - Built secure authentication and admin dashboard managing **100+ user prompts**.
 - Deployed application as a scalable microservice using **FastAPI**, **Docker**, and Streamlit.