# Amit Gupta

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AI/ML Specialist with 5 years of experience delivering LLMs, RAG, and cloud-based AI and data science solutions. Skilled in Python, SQL, Gen AI, Agentic AI, Langchain/Langgraph, FastAPI, Azure, AWS. Proven leader in mentoring and innovation.

## EXPERIENCE

### UBS Asset Management | Accenture Solutions Pvt. Ltd., Pune, India— *AI/ML Specialist*

November  2024 - PRESENT

- Led redesign of chatbot using RAG, Semantic Kernel & GPT-4o → 85% improvement in true positives.
- Augmented  chatbot from single-agent to multi-agent system, integrating Cosmos DB, Salesforce CRM, and HIVE. Built evaluation script with Confusion Matrix for chatbot performance assessment.
- Conducted data analysis and presented actionable insights to leadership.
- Deployed solution via Python, FastAPI, CI/CD on Azure.
- Internal Project: Developed predictive interjection model (94% accuracy), boosting chatbot precision by 30%. Fine-tuned NLP models (XGBoost, BERT, KeyBERT, Llama 2 7B) using PEFT & LoRA.

### V-Labs Pvt. Ltd., Bangalore, India — *Product Engineer*

Feb  2023 - April 2024

- Owned delivery of AI-powered solution for insurance client to extract structured data from .eml files, raising accuracy to 92% (vs 27%).
- Implemented multi-layer text classification pipeline (ML, SpaCy, OCR, RAG-based LLMs).
- Collaborated with stakeholders and mentored interns on deploying scalable AI pipelines.

### Ciena, India & ENSUN GmbH, Germany (Full-time roles during M.Sc.), India,Germany— *Research Engineer / Data Scientist*

March 2022 - Jan 2023

- Forecasted telecom network outages & developed recommendation systems (Ciena). Designed anomaly detection using PCA, CI-based methods, & clustering (KMeans, DBSCAN).
- Built & deployed multi-class text classification system with ETL pipeline (ENSUN).

## SKILLS

**Programming:** Python, Pandas, Numpy, PyTorch, SpaCy, Sci-Kit Learn, PySpark

**Frameworks & Libraries:** LLMs (BERT, Llama 2, KeyBERT), RAG, Semantic Kernel, Django, LangChain, LangGraph, Prompt Engineering, FastAPI, Flask, Microservices

**Tools & Platforms:** Git, CI/CD, Docker, Kubernetes, Jupyter, VS Code, PyCharm, Matplotlib, Seaborn, Plotly

**Cloud & Databases:** Azure, AWS, SQL, PostgreSQL, MongoDB, VectorDB(ChromaDB, Pinecone, Milvus)

## CERTIFICATIONS

- Microsoft Azure AI-102: AI Engineer Associate
- Generative AI – DeepLearning.AI
- AWS ML – Coursera
- MLOps – Udemy

## LANGUAGES

- English: C1
- German: A1

**Cognizant Technology Solutions,** India— *Programmer Analyst*

Nov 2017 - August 2019

- Designed PoC recommendation system for a retail client using order history & time-series analysis.
- Conducted feature engineering using PCA, reducing features by 25% while maintaining accuracy.
- Performed hypothesis testing (t-test, z-test) to validate assumptions. Built foundational expertise in backend development and agile collaboration..

## EDUCATION

**Universität Siegen,** Siegen, Germany— *M.Sc*

Oct 2019 - Jan 2023

**Thesis**: Non-Rigid Puzzles without template
**Project**: Explainable Pneumonia Detection using CNN (Image-based AI)

**KIIT University,** Bhubaneshwar, India — *B.Tech*

July 2013 - May 2017

**REFERENCES**

1. Dr. Hasan Abu-Rasheed – letter
2. Mr. Benjamin Hill – Letter