Heeya Amin

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SUMMARY

MS Data Science graduate candidate with hands-on experience across the end-to-end machine learning lifecycle, including data ingestion, feature engineering, model training, evaluation, deployment, and monitoring. Specialized in AI platform engineering, LLM integration, and agentic AI systems, with experience building scalable, low-latency inference pipelines, RESTful APIs, and containerized microservices using Python, FastAPI, LangChain, Docker, and Kubernetes across cloud environments.

TECHNICAL SKILLS

AI & LLM Systems: Machine Learning, Deep Learning, Neural Networks, Agentic AI, LLM Integration, LangChain, OpenAI API, Prompt Engineering, Explainable AI, TensorFlow, PyTorch, NLP, Rasa

Backend & Services: Python, SQL, FastAPI, Flask, RESTful APIs, Service-Oriented Architecture, Modular Microservices, Git, Version Control

Cloud & Data: Azure, Azure Blob Storage, Snowflake, Azure Synapse, Data Pipelines, ETL/ELT, Data Modeling

Containers & DevOps: Docker, Kubernetes, CI/CD, Model Deployment, Monitoring, Containerized ML Services

Analytics: Statistical Modeling, Feature Engineering, Model Training & Evaluation, A/B Testing, Inference Pipelines

PROFESSIONAL EXPERIENCE

AI/ML Engineer — **June 2025 - Aug 2025**
Intuz Software Company — *San Francisco, United States*

- Architected AI-driven platform components analyzing 500K+ user interactions, optimizing data transformation pipelines to improve pricing-conversion forecasting accuracy by 27%.
- Designed real-time pricing engines and discount simulation services integrated with automated A/B testing frameworks, achieving a 22% uplift in call-to-action performance metrics.
- Collaborated with cross-functional teams to deploy containerized ML microservices and 3+ dynamic UI components, improving SaaS pricing configurator responsiveness by 35% while ensuring system scalability.

AI/ML Engineer — **Aug 2023 - June 2024**
Intuz Software Company — *Gujarat, India*

- Built a cloud-ready multimodal blog generation platform using LangChain and OpenAI APIs, reducing end-to-end content creation time by 40% through scalable agentic workflows.
- Designed and deployed LLM-powered conversational agents using Rasa and NLP pipelines, automating customer service workflows and reducing response times by 30%.
- Optimized LLM training and inference pipelines to enhance throughput and deployment stability, ensuring low-latency performance across AI-assisted automation tools.

Machine Learning Research Intern — **July 2023 - Aug 2023**
Laurentian University — *Ontario, Canada*

- Conducted applied research on secure multimodal communication, utilizing feature-encoding algorithms and statistical modeling to enhance data concealment capacity by 25%
- Developed interactive dashboards in Tableau and Power BI to visualize 20K+ data points, improving stakeholder decision-making speed by 25% and engagement by 40%.
- Developed predictive models for classification and regression (spam detection, car price estimation), achieving up to 94% accuracy while ensuring compliance with rigorous evaluation protocols.

EDUCATION

Indiana University Bloomington | Master's in Data Science | **GPA: 3.2/4.00** — Indiana, United States
Courses: Machine Learning, Statistics, Data Mining, Cloud Computing, Human Computer Interaction — May 2026
Gujarat Technological University | B.Tech in Computer Engineering | **GPA: 4.00/4.00** — Gujarat, India
Courses: DSA, OOP, DBMS, OS, ML/DL, Software Engineering, Big Data Technology, Compilers — June 2024

PROJECT WORK

ML Based Cloud Resource Optimization - *Machine Learning, Cloud Computing*

- Designed an AI-driven scheduling system that optimized cloud resource allocation, processing 1M+ log records to support predictive workload modeling.
- Built end-to-end ML workflows including data ingestion, feature engineering, and model training, achieving low-latency workload prediction for efficient resource utilization.
- Implemented deployment and monitoring pipelines in a cloud environment to maintain system reliability.

E-commerce Customer Service Chatbot - *Machine Learning, Artificial Intelligence*

- Developed a scalable AI chatbot integrating NLP pipelines and backend APIs to automate customer support with modular service orchestration.
- Architected event-driven orchestration pipelines to enable low-latency response handling and multi-intent processing.
- Deployed trained NLP models as inference services, providing API-based access and ensuring scalable execution.

AI Powered Blog Generator & Editor - *Machine Learning, Artificial Intelligence, Prompt Engineering*

- Built a container-ready AI platform using Flask and SQL, supporting modular LLM pipelines and production-grade workflow management.
- Optimized SQL-based data access layers and query execution plans to support efficient keyword-driven content generation.
- Designed multi-agent inference pipelines that allow for extensible monitoring and multi-user access.