

Ishika Garg

AI/ML Developer



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Ishika-medium



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EXPERIENCE

Genpact

Aug 2023 - Present

AI/ML Developer

- Built a framework integrating AIOps features, including noise reduction, self-resolution, and chatbot support using Linear SVC, BERT, and RASA, enabling resolution of 70% of tickets within 20–40 seconds of submission.
- Developed an end-to-end PDF extraction solution by experimenting with multiple LLMs, including fine-tuning and prompt engineering, leveraging RAG and FAISS vector database to automate user SOP generation, significantly reducing manual effort.
- Built end-to-end automation solutions by understanding client requirements, designing workflows, implementing solutions, and delivering client demos. Reduced manual processing time from 30 minutes to 30 seconds per ticket.
- **Tech Stack - Python, scikit-learn, PDFPlumber, RASA, Linear SVC, BERT, LLM, Instruct-XL, RAG, FAISS**

Imagination Technologies

Sep 2022 - June 2023

Software Developer

- Developed a model evaluation tool using custom preprocessing, inference, and postprocessing plugins, enabling the evaluation of 50+ neural networks and reducing evaluation time by 60%, while standardizing accuracy measurement across teams.
- Engaged classification and LSTM neural networks using diverse inputs like images and MNIST datasets, enhancing model versatility and performance.
- **Tech Stack - Python, TensorFlow, NumPy, scikit-learn, git**

Infosys

Oct 2020 - Aug 2022

Senior Systems Engineer

- Developed automated scripts for an end-to-end solution, from document collection (via web scraping, email, and PACER) to preprocessing and uploading to a user-friendly single website using core Python, cutting manual efforts by 70%.
- **Tech Stack - Python, BeautifulSoup, Selenium, Pandas, git**

TECHNICAL SKILLS

Technical Skills: Python, data structure, Machine Learning (algorithms - Linear Regression, Logistic Regression, Linear SVM, Random Forest), Deep Learning (NLP, RNN), Generative AI(LLM, RAG, Vector Database), Prompt Engineering

Libraries & Tools: Pandas, NumPy, Transformers, Hugging Face, NLTK, RASA, Langchain, RAG, Streamlit, JIRA, PyTorch, scikit-learn

Databases & Cloud: MySQL, Vector Databases(FAISS), AWS

Other: MLOps, Github, Jenkins, CI/CD, Linux

EDUCATION

Indian Institute of Science, Bangalore

2024 - Present

Post Graduate Diploma (Deep Learning)

Punjabi University, Patiala

2016 - 2020

Bachelor of Technology (CSE)

PROJECTS

Medichat | [Code](#)

Python, LangChain, Streamlit, Hugging Face, FAISS, pypdf

- Developing an AI-powered medical chatbot using LLMs, enhanced with prompt engineering to deliver context-aware responses. Exploring model fine-tuning for improved medical accuracy.

Classification of Nepal Earthquake Tweets | [Code](#)

Pandas, numpy, matplotlib, sklearn, TfidfVectorizer, Logistic regression, accuracy_score

- Developed a tool to classify tweets into relevant or irrelevant categories during crises like the Nepal Earthquake by preprocessing data(handling missing values, feature extraction) and applying logistic regression for effective categorization.

CERTIFICATIONS

- [Machine Learning with Python – Level 1, issued by IBM](#)
- [Data Science Foundations – Level 1, issued by IBM](#)
- Problem Solving(Basic and intermediate) certificate by HackerRank
- [Python certification](#) by HackerRank