Laxmidhar Routa

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Highly motivated and skilled **Data Scientist** with **3 years** of experience in developing **AI/Gen AI** solutions for the business and **3 years** of expertise in **Business Operations**. Adept at developing Python-based applications, leveraging AI techniques to drive innovation and optimize processes. Seeking new challenges and opportunities as an **AI/ML Developer** to contribute to organizational success.

WORK EXPERIENCE

Process Specialist, Infosys BPM Ltd.   **Nov 2021 – Oct 2024**

- **LunchPad:** Implemented an LLM-powered solution for extracting and verifying candidate details, reducing manual effort, and enhancing business productivity.
- **Doc QA:** Developed a document QA system using Retrieval Augmented Generation (RAG) and LangChain and Llama-index frameworks, resulting in reducing 60% response time and 50% increase in positive feedback.
- **Document AI:** Utilized transformers-based multi-modal models, achieving 98% accuracy in document classification and 95% accuracy in key-value pair extraction, with additional language translation.
- **Automated Ticket Classification:** Implemented a transformer-based model to classify employee queries and automate response emails, resulting in reducing the 80% time spent on manual replies.
- **Time series forecasting:** Employed ARIMA, SARIMAX, RNN, LSTM, and GRU techniques to accurately forecast future values, improving decision-making and strategic planning through reliable trend predictions.
- **Generic OCR:** Leveraged Google Tesseract and Python libraries to extract text from images and documents efficiently.
- **SOW OCR Solution:** Executed a Python program to extract text between headings within 10 seconds, addressing difficulties in manual section extraction from extensive documents.

Associate, AuthBridge Pvt Ltd.   **Jul 2021 – Nov 2021**

- Worked as a part of the operations, assist in managing team workload.

Senior Operations Executive, AEGIS   **Jan 2020 – Dec 2020**

- Monitor individual and team performance, identifying and reporting concern to Operations Manager. Assist in managing team workload and optimize operations through continuous process improvement.
- Provide technical expertise, support, guidance, and mentorship to Operations Executives.

Senior Associate, FirstSource Pvt Ltd   **Dec 2017 – Aug 2019**

- Collaborated with the Banking customer support team as part of the work force management (WFM) team, reporting on business performance.
- Analyzed the call data to identify areas for process improvement and presented insights to client to facilitate further business enhancement.

SKILLS

- **Programming Languages:** Python
- **Skills:** NLP, Artificial Intelligence, ML, Time Series Analysis, Excel
- **Frameworks:** Transformers, Scikit Learn, NLTK, Gradio, Flask, Fast API, LangChain, Llama-Index
- **Tools:** VS Code, PyCharm, Spyder, Jupyter Notebook, Anaconda
- **Domains:** AI, ML, Data Science, Deep learning, Python Developer
- **Libraries:** Pandas, NumPy, Matplotlib, Seaborn

CERTIFICATIONS

- Infosys Certified Python Associate, Python Programmer, Data Science Professional Using Python
- Received **Python Developer** Proficient Skill Tag

EDUCATION

- Completed B. Sc. In Mathematics and Physics from Berhampur University in May 2014