

Laxmidhar Routa

Bangalore | 7205663354 | laxmidhar530@outlook.com

Highly motivated and skilled **Data Analyst** with **2.7 years** of experience in developing **AI/Gen AI** solutions for the business and **2.8 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 Ltd.

Nov 2021 - Present

- **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 improving response times and reducing manual effort.
- **Document AI:** Utilized transformers-based multi-modal models, achieving 98% accuracy in document classification and 95% accuracy in entity extraction, with additional language translation capabilities.
- **Automated Ticket Classification:** Implemented a transformer-based model to classify employee queries and automate response emails, significantly reducing the 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.
- **Resume Parser:** Data collection, data labeling and data cleaning.

Senior Operations Executive, AEGIS

Jan 2020 – Dec 2020

- Monitoring individual and team performance and highlight any concerns to Operations Manager, Assisting in the management of team workload. Optimize operations through continuous process improvement.
- Providing technical knowledge, supporting, guidance, and mentoring to Operations Executives.

Senior Associate, FirstSource Pvt Ltd

Dec 2017 – Aug 2019

- Worked as a part of the Banking customer support. As part of the work force management (WFM) team reporting the business performance.
- Analyzing the call data to get the insights where need the process improvement. Representing the analyzed data to client for further business improvement.

SKILLS

- **Programming Languages:** Python
- **Skills:** NLP, Artificial Intelligence, ML, Time Series Analysis, Excel
- **Frameworks:** Transformers, Scikit Learn, NLTK, Gradio, Flask, 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 Odisha