

Neha Sharma

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Summary

Generative AI professional with over 4 years of experience in building and deploying AI solutions for natural language processing and creative content generation. Adept at using transformer-based models to enhance business automation and customer interactions. Known for delivering innovative AI-driven solutions to solve real-world challenges.

Professional Experience

Senior AI Engineer

AI Pioneers Pvt. Ltd. – Bangalore, India

January 2020 – Present

- Spearheaded the implementation of transformer-based models (GPT-3, BERT) for text generation, improving content creation workflows by 35%.
- Built and deployed AI models for customer service automation, reducing manual intervention by 50%.
- Led a team of AI engineers to develop custom generative AI solutions for marketing campaigns, increasing engagement rates by 20%.
- Collaborated with business stakeholders to integrate AI models into existing infrastructure, improving scalability and performance.

AI Developer

Tech Innovators Pvt. Ltd. – Hyderabad, India

September 2017 – December 2019

- Developed generative models for personalized marketing content, driving a 15% increase in campaign effectiveness.
 - Implemented machine learning models to predict customer preferences and optimize marketing strategies.
 - Created dashboards for real-time monitoring and evaluation of AI models in production.
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Education

Master of Science in Data Science and AI

National Institute of Technology (NIT), Surathkal – Karnataka, India

2017

Technical Skills

- Generative AI Tools:** GPT-3, DALL-E, BERT, Transformer models

- **Programming Languages:** Python, R, SQL
 - **Machine Learning:** Decision Trees, K-Means Clustering, Neural Networks
 - **Data Visualization:** Tableau, PowerBI, Streamlit
 - **Cloud Platforms:** AWS, GCP
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Certifications

- Certified AI Specialist – Google Cloud Platform
 - Advanced Generative AI Techniques – Udemy
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Projects

- **AI-Driven Marketing Automation:** Built and deployed generative models for creating personalized marketing campaigns, improving conversion rates by 20%.
- **Customer Engagement Chatbot:** Developed an AI-based chatbot for a retail client, reducing customer response time by 30%.