



BLUEARISE TECHNOLOGIES

No.: 7/4, First Floor, Bhujangarao Street, Saidapet, Chennai -15, India.
Mobile: (+91) 9788862743 | Web: www.bluearise.in
E-Mail: hr@bluearise.in

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TO WHOMSOEVER IT MAY CONCERN

Testimonial for Mr. Guru Saran Kannan and Mr. Jaidev Parthiban

AI-Powered Customer Support Initiative at BLUEARISE TECHNOLOGIES

I am pleased to endorse the exceptional work of **Mr. Guru Saran Kannan** and **Mr. Jaidev Parthiban** during their collaboration with BLUEARISE TECHNOLOGIES from **01 August 2025** to **30 August 2025**. As Project Lead, Artificial Intelligence, I oversaw their development of an LLM-based customer support bot.

They designed a **retrieval-augmented generation (RAG) system** using Python, LangChain, OpenAI APIs, and FAISS to ingest historical support tickets for semantic matching. The bot autonomously resolved repeat issues with **85% accuracy** on new tickets.

Key Outcomes:

- **40% reduction in agent workload** by automating 70% of recurring queries, processing 500+ tickets during testing
- Response times cut from **24 hours to under 5 minutes**, improving customer satisfaction by 25%
- **Real-time learning loops** enabled the system to adapt to evolving support patterns with minimal retraining

Their approach was collaborative and technically sound. They integrated with our team, incorporated stakeholder feedback, and delivered a user-friendly Streamlit interface for monitoring. Guru's proficiency in LLM orchestration and Jaidev's strengths in data-pipeline optimisation were instrumental to the project's success.

For Bluearise Technologies

For BLUEARISE TECHNOLOGIES

P. Ganesan

HR Manager

HR Manager / Authorized Signatory of the company