

# NAVEEN CHAITANYA KANCHARLA

*Machine Learning Engineer*

## PROFESSIONAL SUMMARY

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Detail-oriented and highly motivated Software Developer with hands-on experience in backend and AI-driven solutions. Skilled in developing scalable RESTful APIs using NestJS, TypeScript, and Node.js, with strong proficiency in database integration using PostgreSQL and MongoDB. Recently led the development of an agentic AI system for a tire company, leveraging OpenAI's language models to build an intelligent customer support chatbot and integrating Stripe for secure payment processing. Demonstrated ability to write clean, modular code following OOP and MVC principles, while collaborating effectively in Agile environments. Passionate about building full-stack applications that combine cutting-edge AI with robust backend architecture to solve real-world business challenges.

## EMPLOYMENT HISTORY

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### AI/ML INTERN

Aug 2023 - Feb 2024

#### GIGABYTE

Bangalore

- ♦ Built and deployed forecasting models that improved **demand prediction** accuracy by **15%**, preventing stockouts in 2 major product lines.
- ♦ Designed and maintained **ETL pipelines** to process over **1TB of raw manufacturing data**, ensuring high data **quality and integrity**.
- ♦ Collaborated with senior ML engineers on **AutoML experiments** and helped optimize model parameters for faster convergence.
- ♦ Delivered SQL-based **trend analysis** dashboards to leadership, directly influencing strategic AI investments.
- ♦ Completed advanced **process mining** certification through internal "Rising Star" program.

### AGENTIC AI

Jun 2025 - Present

#### Discount tire

Scottsdale

- ♦ Developed an autonomous customer support **AI agent** integrating OpenAI's LLM with Stripe for secure payments; improved order success rate by **30%**.
- ♦ **Analyzed customer behavior logs** and redesigned chatbot flow, increasing resolution rate by **35%** and reducing average handling time by **20%**.
- ♦ Built reusable **NLP pipelines** for ticket classification, achieving **92% accuracy**, reducing support triage effort by **25%**.
- ♦ Designed **data cleansing** workflows and fine-tuned BERT-based models for internal documentation search and tagging.
- ♦ Created a centralized repository of **10+ AI solution prototypes**, improving experimentation and model reuse across teams.

## SKILLS

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Data Visualization (*Skillful*), Deep Learning (*Skillful*), Retrieval Augmented Generation (*Experienced*),  
Model Deployment (*Expert*), Algorithm Design (*Expert*), Frontend (JS,HTML,CSS) (*Expert*), Java (*Expert*), NestJS (*Expert*),  
Node JS (*Expert*), Type Script (*Expert*), React (*Expert*), Angular (*Expert*), python (*Expert*), agents (*Expert*),  
Machine Learning (*Expert*), git (*Expert*), AWS (*Expert*), API Security (*Expert*).

## EDUCATION

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### MASTERS IN INFORMATION TECHNOLOGY

Jan 2024 - Aug 2025

#### St Francis College

New York City

### BACHELOR'S IN COMPUTER SCIENCE WITH AI&ML

Jun 2019 - May 2023

#### SRM institute of Science and Technology

Chennai, India

graduated with the CGPA of 8.5 on the scale of 10

## LINKS

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Github: [github.com](https://github.com).

## LANGUAGES

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English (*Native*), Spanish (*Novice*).