

NAVEEN CHAITANYA KANCHARLA

Machine Learning Engineer

PROFESSIONAL SUMMARY

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

AI/ML INTERN <i>GIGABYTE</i>	Aug 2023 - Feb 2024 <i>Bangalore</i>
◆ 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 <i>Discount tire</i>	Jun 2025 - Present <i>Scottsdale</i>
◆ 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

Data Visualization (*Skillful*), Deep Learning (*Skillful*), Rettival Agumented 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*), pyhton (*Expert*), agents (*Expert*), Machine Learning (*Expert*), git (*Expert*), AWS (*Expert*), API Security (*Expert*).

EDUCATION

MASTERS IN INFORMATION TECHNOLOGY <i>St Francis College</i>	Jan 2024 - Aug 2025 <i>New York City</i>
BACHELOR'S IN COMPUTER SCIENCE WITH AI&ML <i>SRM Institute of Science and Technology</i>	Jun 2019 - May 2023 <i>Chennai, India</i>

graduated with the CGPA of 8.5 on the scale of 10

LINKS

Github: github.com/

LANGUAGES

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