

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

Aug 2023 - Feb 2024

GIGABYTE

Bangalore

- ♦ Built custom **natural language processing (NLP)** pipelines to classify customer support tickets with **92% accuracy**, helping reduce response time by **25%**.
- ♦ Trained and fine-tuned BERT-based models for internal document tagging and recommendation.
- ♦ Contributed to **3 internal whitepapers** focusing on business impact of LLMs and presented results to product teams and technical directors.
- ♦ Created a knowledge-sharing repository of **10+ reusable AI prototypes** for other engineering teams.
- ♦ Analyzed customer interaction logs and delivered **SQL-based insights**, leading to a revamp of chatbot strategy and improving resolution rate by **35%**.

AGENTIC AI

Jun 2025 - Present

Discount tire

Scottsdale

- ♦ Assisted in **data cleaning and ETL pipelines** for over **1TB of manufacturing data** using Python and SQL.
- ♦ Collaborated on forecasting models that improved component demand prediction by **15%**, preventing stockouts in 2 major product lines.
- ♦ Supported development of ML notebooks and contributed to experimentation on **autoML frameworks** to assist junior engineers.
- ♦ Shadowed value engineers during customer meetings to observe **real-world AI solution pitching**.
- ♦ Gained hands-on training in process mining tools and completed company-sponsored **"Rising Star" process mining modules**.

SKILLS

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

MASTERS IN INFORMATION TECHNOLOGY

St Francis College

Jan 2024 - Aug 2025

New York City

BACHELOR'S IN COMPUTER SCIENCE WITH AI&ML

SRM institute of Science and Technology

Jun 2019 - May 2023

Chennai,India

graduated with the CGPA of 8.5 on the scale of 10

LINKS

Github: github.com.

LANGUAGES

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