

# Nitheeshwaran R

## AI/ML Engineer

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**WORK EXPERIENCE** - *leveraging 1.5 years of experience*

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Onelab Ventures, Pune, Maharashtra, India

07/2024 – 02/2025

*Leading technology company specializing in custom AI agent solutions and software development*

### AI/ML Engineer

- Designed and implemented a multi-agent Retrieval-Augmented Generation (RAG) chatbot for an e-commerce platform, capable of answering user queries and taking specific actions when user needs exceeded predefined scenarios.
- Built an AI-powered customer support chatbot for an EdTech platform using RAG methodology to address frequently asked questions and an admin dashboard backend for chatbot usage analytics and insights, integrated with FastAPI for API development and deployed on AWS.
- Engineered AI-powered assessment backend and validation APIs for an HR recruitment platform, automated the creation of personalized interview questions for candidate include coding questions along with driver code, reducing manual effort by 80%.
- Leveraged Open AI API 4o-mini for topic generation, MCQ, Subjective, Aptitude and Coding question and real-time answer validation with feedback mechanisms.

Value Health Inc, Coimbatore, India

09/2023 – 04/2024

*Leading provider of digital transformation services for Life Sciences and Healthcare Customers*

### AI/ML Engineer

- Developed WhatsApp-based AI chatbot integrated with Salesforce to automate lead creation, insurance updates and case reporting for patients, resulting in a 30% reduction in workload for the Salesforce team.
- Developed a tool to automate document triaging by scanning patient documents, extracting structured information using Mistral LLM and storing it in database. Utilized OCR to extract handwritten or unidentified text.
- Delivered lean proof of concept (PoC) solutions to address specific business challenges and validate AI-driven approaches effectively.
- Developed and deployed end to end machine learning pipelines using TensorFlow and Keras for CNNs, LSTMs and sequence models.
- Fine-tuned Llama 2 with supervised fine-tuning (SFT) for question-answering task with 90% accuracy and also worked on GPT-3, BERT and Mistral for text summarization and Q&A tasks.

## EDUCATION

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Kumaraguru College of Technology, Coimbatore, India

08/2021 – 04/2023

Master of Technology — Data Science

## SKILLS

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**Hard Skills:** Python Programming (Advanced), Predictive Modeling (Advanced), Generative AI (Advanced), Natural Language Processing, AI/ML Deployment

**Techniques:** Software Development, Artificial Neural Networks (ANN), Machine Learning Algorithms, RAG-based systems, Agentic RAG