

Pratik Kumar Panda *Assistant Manager*

✉ pratic.panda@gmail.com


☎ 7008166268

📍 Hyderabad, India


🌐 <https://www.linkedin.com/in/pratikkumarpanda/>

🔗 <https://github.com/PratikPanda007>

Profile

Assistant Manager with 3+ years of experience in designing and developing scalable web applications using .NET, ASP.NET  MVC, C#, and Azure. Skilled in full-stack development, RESTful APIs, and database design. Hands-on expertise in AI/GenAI integration, automation workflows, and cloud deployment. Proven ability to lead cross-functional teams, implement DevOps practices, and deliver high-performance enterprise solutions aligned with business goals.

Professional Experience

2025/05 – present Hyderabad, India	Assistant Manager <i>Firstsource Solutions</i> <ul style="list-style-type: none">• Leading the design and development of GenAI-powered web applications with a focus on scalability and performance.• Spearheading cross-functional collaboration between engineering, data science, and product teams.• Mentoring junior developers and promoting coding best practices and agile workflows.• Managing end-to-end project lifecycles for AI-driven tools, improving delivery timelines by 30%.• Driving innovation in AI product delivery using OpenAI APIs, Azure services, and automation tools.
2024/05 – 2025/04 Hyderabad, India	Senior Software Engineer <i>Firstsource Solutions</i> <ul style="list-style-type: none">• Developed and deployed Generative AI models in enterprise applications, improving decision-making workflows.• Architected backend solutions using ASP.NET  MVC and Entity Framework for scalable systems.• Contributed to Cognitive Search and Email Automation platforms, achieving 40% process efficiency.• Collaborated on CI/CD setup using Azure DevOps to streamline development and deployment.
2021/09 – 2024/04 Hyderabad, India	Junior Software Engineer <i>Firstsource Solutions</i> <ul style="list-style-type: none">• Built internal tools like the Issue Management System and Escalation Platform using .NET Framework and SQL Server.• Ensured smooth integration of REST APIs and web services for cross-system communication.• Conducted unit and integration testing to maintain product quality and reduce defects by 25%.• Worked on client-specific deliverables under tight deadlines, showcasing adaptability and ownership.

Projects

2025/05 – present	Mortgage Language Model <i>relAI</i> <ul style="list-style-type: none">• Built a domain-specific LLM-powered assistant to support mortgage operations across origination, underwriting, and compliance.• Delivered intelligent guidance on Form 1003 (Loan Application), reducing agent errors and accelerating processing through real-time document reference.• Enabled HMDA SOP compliance checks and fee comparison automation (Final CD vs. ALTA), improving accuracy in regulatory reporting and settlement validations.• Integrated AI support for insurance validation and underwriting queries, aligned with Fannie Mae and Freddie Mac guidelines, enhancing decision accuracy and turnaround time.
2025/02 – present	Multi Channel Insights <i>relAI</i> <ul style="list-style-type: none">• Developed a cloud-native GenAI-powered platform to unify customer interactions across text and audio channels for actionable business insights.• Enabled real-time sentiment analysis, persona mapping, and lead scoring using automated LLM pipelines.• Designed role-based access control with dedicated project and execution dashboards for organization-specific workflows.• Supported bulk and single file uploads (text/audio) with dynamic prompt customization and secure Azure Storage integration.
2024/10 – present	AIStore <i>relAI</i> <ul style="list-style-type: none">• Designed and launched AIStore, a unified portal to host and explore internal AI applications.• Showcased 10+ apps across BFSI, Healthcare, Telecom, and EdTech domains.• Added basic analytics for usage tracking, ratings, and feedback.• Supported a wide range of apps using LLMs, LangChain, AWS AI, and other models.
2024/04 – present	Email Automation Hub <i>(Email Hub with AI)</i> <ul style="list-style-type: none">• Built robust email extraction system integrated with multiple mail servers.• Leveraged AI to auto-generate email replies with contextual accuracy.• Achieved 40% improvement in team productivity by automating workflows.
2022/08 – present	FirstSenseAI <i>(FirstSenseAI Firstsource)</i> <ul style="list-style-type: none">• Developed customer-facing solutions using generative AI.• Showcased cutting-edge applications for improving customer experience.• Created reusable modules and dashboards for rapid prototyping.
2023/05 – present	Cognitive Search <i>(HR Facilities Firstsource)</i> <ul style="list-style-type: none">• Built a unified search interface that supports diverse document formats.• Designed a real-time side window preview, enhancing user productivity.
2023/02 – 2023/11	Nirmaan <ul style="list-style-type: none">• Pro Bono Website Development for NGO: Designed full-stack website for campaign management via Email/SMS.• Enabled dynamic campaign creation with modular templates and real-time analytics.
2021/12 – present	Operation Health Dashboard <i>(O.H.D Firstsource)</i> <ul style="list-style-type: none">• Built a responsive dashboard for operational risk alerts used by leadership.• Developed mobile-friendly surveys and analytics to aid decision-making.

Skills

Languages & Programming

C#, JavaScript, Python, HTML, CSS, SQL

Web Technologies & APIs

RESTful APIs, SOAP, JSON, XML, HTTP, AJAX

Database Technologies

SQL Server, MySQL, PostgreSQL

Testing & Quality

Unit Testing, Integration Testing, Debugging

AI & Automation

OpenAI APIs, Generative AI, Email Automation, Cognitive Search, Prompt Engineering, Workflow Optimization

Frameworks & Libraries

ASP.NET  MVC, .NET Framework 4.8, **.NET Core**, Entity Framework, ADO.NET , Django, **React.js**, **Vite**

Cloud & DevOps

Azure App Services, Azure Logic Apps, Azure App Registration, KUDU, Git, GitHub, CI/CD Pipelines, Docker (basic)

Tools & Platforms

Visual Studio, VS Code, Azure DevOps, GitHub, Postman, Swagger, Fiddler

Soft Skills

Team Leadership, Agile & Scrum Methodologies, Problem Solving, Effective Communication, Time Management, Mentorship

Education

2015 – 2019

Bhubaneswar, India

Bachelor of Technology in Computer Science and Engineering

Institute of Education and Research (I.T.E.R)