

Pughazhenthiramesh

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Experience

Light & Wonder (formerly Scientific Games) Apr 2023 – Feb 2024
Senior Software Engineer Chennai, TN

- Architected an AI chatbot with LLM capabilities, automating a data pipeline for processing PDF data, achieving 100% automation and reducing manual data handling by 75% while enhancing data quality by 90%.
- Optimized backend performance by integrating Django REST APIs with a microservices architecture, decreasing API response time by 30% and improving overall application scalability.
- Showcased the solution at G2E 2023, driving a 15% increase in client acquisitions and generating significant new revenue streams.
- Led Scrum meetings and mentored team members, resulting in a 60% improvement in project delivery times and a 25% increase in team skill proficiency.

Scientific Games Mar 2021 – Mar 2023
Software Engineer Chennai, TN

- Spearheaded the end-to-end development of a conversational AI chatbot from MVP to production, significantly reducing customer service response times by 30%.
- Achieved a remarkable improvement in query search results, increasing accuracy from 21% to 85% implementing advanced algorithms and optimization.
- Created reusable components including data pipeline, monitoring service, and dashboards, leading to a 40% reduction in development time for subsequent projects across multiple teams.
- Implemented CI/CD pipelines with Jenkins across diverse cloud infrastructures, streamlining software releases and enhancing stability by 75%.
- Developed a proactive alert system, reducing response time to critical customer issues by 60% and improving overall service quality ratings by 45%.

Scientific Games May 2019 – Jan 2021
Associate Software Engineer Chennai, TN

- Developed an MVP for a conversational AI chatbot, guiding it through the product lifecycle and securing executive approval for full production, leading to a 20% reduction in customer incident response times.
- Analyzed and resolved customer service requests, reducing average ticket resolution time by 30% and improving customer satisfaction scores by 25%.
- Recognized with the 'SG Greatest Hits Award' for impactful contributions as the youngest SME to lead a company-wide seminar for 80+ professionals.

Skills

Languages & Databases

Python, C#, JavaScript, HTML, CSS, R, Bash scripting, SQL Server, Postgres SQL, Vector Databases (Milvus), Elasticsearch, Mongo DB

Tools

Jira, Perforce, Git, Insomnia, Postman, Power BI, Grafana, Prometheus, ELK Stack

Frameworks/Libraries

Django, Flask, FastAPI, Streamlit, Angular, .NET MAUI, RASA, Langchain, Pytest, Scikit-learn, NLTK, Spacy, Pandas, Airflow

Cloud/DevOps

Azure, AWS, GCP, Docker, Docker Compose, Kubernetes, Jenkins, Linux

Education

Anna University - Velammal Engineering College, Chennai 2015 - 2019
B.E. Computer Science and Engineering

- President of the Computer Society of India (CSI) VEC Student Chapter (2017-2018).
- Overall Student Coordinator for OZMENTA'19, Technical symposium - CSE Department.

Certifications

Microsoft Certified: Azure, Azure AI, Azure Data Fundamentals
Microsoft

Professional Data Engineer, Python Programmer, Machine Learning Engineer
DataCamp

Advanced Rasa Certified Developer
Rasa