

# Shaik Hidaythulla

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LinkedIn | GitHub | Hugging Face | Portfolio

## Education

Sree Vidyanikethan Engineering College, Tirupati

2018 - 2022

- B.Tech(EEE) - 8.1 CGPA

Ratnam Junior College, Nellore

2016 - 2018

- Intermediate - 94%

## PROFESSIONAL SUMMARY

AI/ML Engineer with over 2.9 years of experience at Infosys, specializing in developing and implementing AI-powered solutions. Proficient in creating Retrieval-Augmented Generation (RAG) chatbots, predictive modeling systems, and customer segmentation models. Expertise in Python, Machine Learning, Deep Learning, and cloud technologies like AWS and Google Cloud Platform (GCP)

## Skills

Python, SQL, Machine Learning, Deep Learning, Natural Language Processing (NLP), Large Language Models (LLM), Generative AI (GenAI), LangChain, Agentic AI, TensorFlow, scikit-learn, MLflow, DVC, Power BI, Seaborn, MLOps, CI/CD (GitHub Actions), Docker, FastAPI, Flask, Google Cloud Platform(GCP), Amazon Web Services (AWS), Azure, Data Analysis

## Work Experience

**Infosys Limited | AI/ML Engineer**

**Aug 2022 – Present**

- Creating an AI-Powered RAG Chatbot for Alert Resolution, projected to minimize manual troubleshooting efforts by 40%.
- Designed a Deal-Winning Probability Prediction System, achieving 87% accuracy in forecasting deal outcomes.
- Built a customer segmentation model using the RFM approach, leading to an 18% improvement in marketing ROI.
- Implemented AI/ML models and APIs on AWS and GCP, ensuring high availability and seamless integration.

## Projects

### AI-Powered RAG Chatbot for Alert Resolution Assistance

- Constructed a Retrieval-Augmented Generation (RAG) chatbot to streamline alert resolution and optimize troubleshooting.
- Established automated document ingestion, embedding creation, and semantic search utilizing Vertex AI Matching Engine and LangChain.
- Expected to decrease repeated escalations by 30% through enhanced response precision.
- Currently setting up real-time observability mechanisms to evaluate retrieval accuracy, system reliability, and user engagement.

Tools & Technologies: Google Gemini LLM, Vertex AI Matching Engine, GCP, FastAPI, Firestore, LangChain

### Deal-Winning Probability Prediction & Recommendation System

- Engineered a predictive model to assess deal success rates and suggest corrective strategies for lost opportunities.
- Conducted exploratory data analysis, optimized key features, and applied ensemble learning techniques for superior model accuracy.
- Boosted deal closure rates by 15% by leveraging data-driven decision-making.
- Integrated with AWS S3 and deployed via Flask API to ensure real-time accessibility.

Tools & Technologies: AWS S3, Flask API, Python, Machine Learning, Data Analysis, Model Deployment

### Customer Segmentation using RFM Approach

- Designed a segmentation framework to classify users based on purchasing behavior and spending patterns.
- Applied clustering techniques with RFM (Recency, Frequency, Monetary) analysis to segment customers effectively.
- Achieved an 18% uplift in marketing ROI by enabling precise customer targeting.
- Packaged and launched as a Flask API, facilitating seamless interaction with marketing systems.

Tools & Technologies: Python, scikit-learn, SQL, Flask, Pandas, NumPy, Clustering

## Certifications

1. Infosys Certified Data Science using Python Professional
2. Odin School Data Science Bootcamp (Certificate Serial Number: ODIN1002411)
3. Career Essentials in Data Analysis by Microsoft and LinkedIn
4. Infosys Certified Microsoft Power BI Developer