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%*

Skills

Python | SQL | Machine Learning | Deep Learning | NLP | GenAI | LangChain | TensorFlow | scikit-learn | MLFlow | DVC |
Power BI | Matplotlib | Seaborn | MLOps | CI/CD (GitHub Actions) | Docker | Git | FastAPI | Flask | Google Cloud | AWS | Azure

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

Personal Projects

1. ML Super Application (GitHub, Demo)
2. NLP Super Application (GitHub, Demo)
3. Movie Recommender System (GitHub, Demo)

Positions of Responsibility

- Played a key role in enhancing the AI-Powered RAG Chatbot by refining semantic search and establishing monitoring systems to track retrieval accuracy before full-scale deployment.
- Contributed significantly to the Deal-Winning Prediction System by optimizing pricing strategies and feature selection, contributing to a 10% growth in revenue.
- Spearheaded customer segmentation initiatives, improving targeted campaign effectiveness by 20%.
- Passionate about AI and ML advancements, continuously exploring innovations that have increased efficiency in model development by 25%.

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