SHAIK SAAD ABDUL TAWWAB

Senior Consultant Data & AI

+91 8106128302

saadtawwab96@gmail.com

Balapur, Hyderabad

SUMMARY

Dynamic Data, AI, and Technical Pre-Sales Professional with 4+ years of experience in chatbot development, LLM-driven RAG bots, document processing, and sentiment analysis. Skilled at bridging business challenges with tailored AI, data, and IBM technology solutions through strategic consulting. Proficient in Python programming, data analytics, and machine learning, with strong hands-on exposure across diverse domains and a solid grasp of SDLC and Agile methodologies. Adept at technical pre-sales consulting for IBM tools, ensuring solution alignment with client needs and enterprise goals. Passionate about innovation, continuous learning, and delivering high-impact solutions that drive user engagement and business growth.

EDUCATION

BACHELOR OF TECHNOLOGY IN MECHANICAL ENGINEERING
JNTUK | NIMRA INSTITUTE OF SCIENCE &TECHNOLOGY | 2016 - 2019

SBTET | MAHAVEER INSTITUTE OF SCIENCE &TECHNOLOGY
DIPLOMA IN MECHANICAL ENGINEERING | 2012 - 2015

SECONDARY EDUCATION
SSC | ROBERT PETER HIGH SCHOOL | 2011 - 2012

SKILLS

- Python Programming Language
- Flask And Fast API Framework
- Natural language Processing
- MySQL, PostgreSQL & Oracle Database
- IBM Cloud Object Storage
- IBM Watsonx Assistant
- IBM Watson Discovery
- IBM Watsonx.ai
- IBM Cognos Analytics
- IBM Cloud Engine
- IBM Guardium Data Protection
- AWS S3 Bucket
- AWS Lambda Function
- Google Gemini API
- GitHub
- HTML & CSS
- Technical Pre-Sales Consulting

LANGUAGES

- ENGLISH
- HINDI
- TELUGU
- URDU

PROFESSIONAL EXPERIENCE

Senior Consultant Data & AI
4Technologies | Nov 2022 - Present

- **Innovative AI Solutions**: Developed advanced chatbots using IBM Watson Assistant, watsonx.ai, Google Gemini APIs, and Watson Discovery for banking, education, and customer service industries.
- **Seamless Integrations**: Implemented multichannel bots across WhatsApp, web, and IVR systems leveraging Twilio, Flask APIs, and webhooks.
- **RAG Bots**: Created Retrieval-Augmented Generation bots for document summarization, sentiment analysis, and tailored query responses.
- **Client-Focused Development**: Collaborated with clients to identify business challenges, recommend tools, and deliver POCs showcasing feasible solutions.
- **Technical Expertise**: Skilled in Python, Twilio, PostgreSQL, and Agile methodologies to ensure efficient, impactful project execution.

Associate Engineer II
Smart IMS | April 2022- Aug 2022

- Actively participated in the full Agile lifecycle, utilizing the FastAPI framework to design, develop, and maintain high-performance APIs.
- Effectively translated project requirements into new API endpoints within the Agile framework, aligning them with defined storylines.
- Managed data efficiently using PostgreSQL databases and maintained robust version control through GitLab.
- Conducted comprehensive API testing to ensure flawless functionality, addressing and resolving issues through detailed debugging.
- Collaborated in daily stand-up meetings, promoting effective teamwork and ensuring real-time progress tracking.

AI Consultant
Innovious Overseas Consultants | March 2021 - March 2022

To address industry demands, we developed and deployed an advanced chatbot solution using Google's Dialogflow services, tailored to efficiently resolve e-commerce customer queries. With a well-structured chatbot flow, we seamlessly integrated it with a Python Flask API, ensuring smooth communication. Additionally, we utilized MySQL databases for robust data management, enabling precise information retrieval and accurate responses.

Data Scientist Intern
Bepec Solutions | December 2019 - February 2021

I completed a comprehensive Data Science Career Transition program, where I gained a diverse range of skills and actively contributed to real-time projects across various domains. My experience includes utilizing Machine Learning technologies to solve complex business challenges and deliver impactful client solutions. Notably, I worked on building predictive models within the Airlines domain and developed a text-based ML model using Natural Language Processing (NLP). I also acquired hands-on experience with Agile Crisp Methodology, ensuring adherence to industry standards. Furthermore, I enhanced my expertise by developing APIs for seamless ML model deployment, adding a practical and application-oriented dimension to my skill set.

RECENT PROJECTS

Development of RAG Bot for Document Summarization in Educational Institutions

The project focused on resolving the client's challenge of enabling document search that not only retrieves relevant query-based results but also provides concise summaries using an LLM model.

Problem Statement: The educational institute seeks an AI-powered solution to address challenges in searching large volumes of documents, catering not only to students but also to staff and higher authorities. Traditional document search often provides information that may not be entirely relevant to the end user. They require a solution capable of delivering query-specific results while summarizing the content in a contextually accurate manner tailored to user roles.

My Role: By collaborating closely with the client, we identified their requirements and recommended IBM Watson Discovery, IBM Watsonx.ai, and IBM Watsonx Assistant as the ideal solutions. We integrated the institution's documents into IBM Watson Discovery, leveraging its advanced capabilities beyond traditional vector databases. The NLP model was trained on document structures, with consistent annotation of keywords through entities to ensure accurate results.
Once the training was completed, we utilized the IBM Watsonx.ai Llama3 LLM model and seamlessly integrated it with IBM Watsonx Assistant. We designed and developed the chatbot flow and dialogs, aligning with client expectations. Using Python, we connected the chatbot with the client's user database to enable role-based user access. Programmatic webhook calls ensured that only authenticated users could query the LLM model for relevant results. Additionally, we implemented a ticketing system within the chatbot, allowing users to raise concerns related to academics effectively.
The chatbot was integrated in the web interface for the end user interactions.

Tools Utilized:
- IBM Cloud Object Storage
- IBM Watson Discovery
- IBM Watsonx.ai
- IBM Watsonx Assistant
- IBM Code Engine
- Python
- PostgreSQL