SHAMAL MUSTHAFA

India | shamalmusthafa59@gmail.com | +91 7012464811
LinkedIn: linkedin.com/in/shamalmusthafa | Portfolio: shamal119.github.io/portfolio

---

PROFESSIONAL SUMMARY

Data Scientist with 1.5 years of experience specializing in Generative AI, Large Language Models (LLM), and Cloud AI solutions. Skilled in developing conversational AI using Dialogflow, OpenAI, and Azure AI, and proficient in creating scalable RESTful APIs with FastAPI. Adept in machine learning, deep learning, and full-stack development, with hands-on experience in frontend projects using NextJS and ReactJS.

WORK EXPERIENCE

Data Scientist

Truwave Software LLC, Madurai | Aug 2023 - Present

- Led the development of AI solutions using Azure AI and OpenAI for improved customer service.
- Built and deployed enterprise chatbots with Dialogflow CX, incorporating Gemini and OpenAI capabilities.
- Developed custom middleware and APIs using FastAPI for managing chatbot conversations.
- Created an intelligent search system using Azure OpenAI and Azure AI Search for accurate information retrieval.
- Implemented RAG-based solutions to enhance chatbot response accuracy using company documentation.
- Designed scalable API architectures to handle high-volume customer interactions.
- Established monitoring systems to ensure reliable AI service delivery.
- Implemented prompt engineering techniques to optimize LLM responses, improving accuracy and reducing API costs
- Integrated multiple AI models (Gemini, OpenAI) to leverage their unique strengths in different use cases.
- Supported frontend development tasks using ReactJS and NextJS.

Key Projects:
Enterprise Chatbot Platform

- Developed a comprehensive chatbot solution using Dialogflow CX and FastAPI.
- Implemented secure API endpoints for handling customer queries and account management.
- Technologies: Dialogflow CX, FastAPI, Python, Google Gemini, GCP.

AI Customer Service Solution

- Built a Generative AI chatbot using Azure OpenAI and Azure AI Search.
- Integrated RAG capabilities for improved response accuracy and context awareness.
- Technologies: Azure OpenAI, Azure AI Search, FastAPI, ReactJS.

Data Analyst Intern

Truwave Software LLC, Madurai | Jan 2023 - Apr 2023

- Analyzed customer call data with OpenAI Whisper and LDA to derive actionable insights.
- Built expertise in Power BI, Alteryx, and NLP.

EDUCATION

Master of Science in Data Science

CHRIST (Deemed to be University), Pune Lavasa Campus | 2021 - 2023

Bachelor of Computer Applications

Kannur University | 2017 - 2020

TECHNICAL SKILLS

- **AI & ML: Machine Learning, Deep Learning, NLP, Generative AI, Transformer Models, TensorFlow, PyTorch**
- **Cloud & AI Tools: Azure AI, OpenAI, Dialogflow CX, AWS Bedrock, Google Gemini, Vertex AI, LangChain**
- **Programming & Development: Python, FastAPI, SQL, JavaScript, Java, R**
- **Full-Stack Development: ReactJS, NextJS, FastAPI, RESTful APIs**
- **Data Engineering & Analysis: Pandas, NumPy, Scikit-Learn, Alteryx**
- **Visualization & Reporting: Power BI, Matplotlib, Plotly**

PROJECTS

RAG Chatbot Assistant

- **Developed a context-aware chatbot using RAG with OpenAI & Gemini.**
- **Technologies: LangChain, Streamlit, FAISS, OpenAI, Gemini.**

AI Financial Advisor

- **Created a platform for financial insights with AI-based recommendations.**
- **Technologies: Streamlit, OpenAI, Gemini, Plotly, Pandas.**

Data Analytics Solutions

- **Built a real-time stock market analysis dashboard with ML forecasting.**
- **Developed a sentiment analysis tool with visualizations.**
- **Created a call center analytics dashboard with Power BI.**
- **Technologies: Python, TensorFlow, LSTM, Power BI, Alteryx, NLTK.**