

# Yash Kavaiya

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## WORK EXPERIENCE

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### Accenture -Pune (Senior Analyst) ( Oct 2024-Present )

- Developed and deployed a Chatbot solution for client proof of concept

### Tata Consultancy Services - Bangalore - (AI Engineer ) (Oct-2021 to Oct 2024)

- I leverage Google Cloud Platform's suite of technologies, including Cloud Run, DialogFlow CX, BigQuery, Firestore, Vertex AI, and Generative AI, to deliver comprehensive chatbot solutions and custom analytics dashboards for fintech, telecom and food and beverages clients.
- This expertise enabled me to achieve a remarkable 30% reduction in data retrieval time for a prominent client, streamlining their operations and enhancing overall decision-making.
- Developed and deployed a voicebot solution for a major telecom client, resulting in a 25% increase in customer engagement and a 20% reduction in call handling time.
- Implemented advanced analytics dashboards to provide actionable insights and improve business operations for various clients.

## EDUCATION

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### IIT Madras

Online Diploma in Data Science (GPA: 3.25 / 4)

Mar 2021 - Ongoing

Madras ,Tamil Nadu

• Relevant Coursework: Machine Learning , Advance Maths and Statistics , Tools of Data Science, Business Analytics)

### NIT Surat

Master of Science in Physics (CGPA: 9.15 / 10.00)

2017-2021

Surat, Gujarat

• Relevant Coursework: Mathematical Physics , Prob & Stat in Statistics (Python), MatLab, Linear Algebra w/Computational Applications (Python)

## PROJECTS

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### Sentiment Analysis and Insights in Contact Center Reviews with AI

- AI-powered tools can automatically screen and analyze large volumes of customer reviews, extracting sentiment and identifying key themes. This saves human teams time and effort, and helps them focus on deeper analysis and problem-solving
- AI can go beyond simple sentiment scoring by identifying specific topics, emotions, and even sarcasm in reviews. This provides richer insights into customer experiences and helps pinpoint areas for improvement.

### Customer Service Automation

- AI-powered chatbots and virtual assistants: These can handle routine inquiries, schedule appointments, and escalate complex issues to human agents, improving efficiency and accessibility.
- Contextual understanding and knowledge retrieval: Advanced AI can analyze past interactions and user context to provide relevant answers and personalized recommendations, boosting customer satisfaction.

### Conversation AI Using RAG Method

- Conversational AI system by leveraging the Retrieval-Augmented Generation (RAG) method in the LLAMA-2 language model, facilitated by the LangChain library

### Personalized Financial Advisor Chatbot

- Created a personalized financial advisor chatbot for a banking client, integrating it with the bank's existing systems to provide tailored financial advice and recommendations to customers.
- Utilized natural language processing and machine learning to understand user queries and offer precise financial guidance.

## SKILLS & CERTIFICATIONS

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**Languages:** Python , SQL , JavaScript

**Technologies:** Machine Learning, Dialog Flow CX, Cloud Run , Docker , Flask ,TensorFlow, PyTorch ,Vertex AI, AutoML,Generative AI,Retrieval-Augmented Generation, Langchain

**Concepts:** Conversation AI , Artificial Intelligence, Machine Learning, Neural Networks, API, Database Normalization,Agile Methodology, Cloud Computing , Looker dashboard, Large Language Models ,Retrieval-Augmented Generation, Fine tuning of LLM

### Certifications:

- Microsoft Certified: Azure AI Fundamentals (AI-900)
- Microsoft Certified: Azure Data Fundamentals (DP-900)

### Additional Courses:

- Data Analytics with Python by IIT Roorkee (NPTEL)
- Python for Data Science by IIT Madras (NPTEL)

### Hackathon Projects:

- "BoBuddy" - Project for **Bank of Baroda Hackathon 2024** focusing on enhancing customer service through personalized chatbot solutions. Google Vertex AI Hackathon
- "Banky" - Chatbot for personalization and customer service developed for **Google Vertex AI Hackathon**
- **Mixtral Hackathon** - Worked on healthcare data projects to innovate solutions for healthcare challenges