BANAVATH SIDDHU

Email id: Banavath.siddhu@cognizant.com
Role: Associate - Developer
Address: Hyderabad
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Summary

- Dedicated Software Developer with 2 years of experience.
- Experienced in Generative AI with Python, Machine Learning, Prompt Engineering, Vertex AI, LangChain, LLMs.
- Experienced in end-to end software development life cycle, experience includes requirement analysis, technical design documentation, development, and documentation of the application.
- Experienced in developing smart Generative AI assistants using Python, LLMs, Fast API and Vertex AI, React.js.
- Proficient in modern development tools and methodologies, I am committed to utilizing my technical skills to contribute effectively to project goals and deliver efficient solutions.
- Eager to join a dynamic team where I can contribute to business development and advance my career.

Education

Title of the Degree with Branch	College/University	Year of Passing
B.Tech in ECE	IIIT – Naya Raipur	2022

Skills

Operating Systems	Windows, Linux
Skills	Python, Machine Learning, Deep Learning, Generative AI.
Generative AI	Prompt Engineering, Fine tuning, Prompt tuning, Embeddings, LangChain, Vertex AI.
Languages	Python.
Databases	Firebase, MySQL.
Cloud	GCP, Azure.
Domain Knowledge	Retail, Insurance.
Version Control Systems **Supporting Tools**	Azure DevOps, Git, GitHub, Visual Studio Code, Postman.

Certifications

- AWS Certified Cloud Practitioner External Certification
- AZURE-900 Fundamentals External Certification
- Certified in Generative AI Fundamentals.

Employment History

Name of the Company	Designation	Address of the employer	From (MM/DD/YYYY)	To (MM/DD/YYYY)	Duration (Years)
Cognizant Technology Solutions	Associate - Developer	Hyderabad	18-08-2022	Till now	2 Years

Project Experience

Organization: **Cognizant Technology Solutions**
(Tenure: From 18/08/2022 to till date)

Project #1

Project Name	**Claim Intake Assistant (Smart Assistant for Claim Intake – Absence/Disability)**
Client	Cognizant Bluebolt
Project Type	Research & Development
Role	Developer
Duration	4 months
Platform	Google Cloud Platform
Languages	Python, Fast API, LangChain Framework.
Tools	Visual Studio Code, Postman, Google Cloud SDK, Firebase, Azure DevOps, Google Cloud services (Vertex AI, Cloud Run, Firebase).
Project Description:	**Build a Smart Assistant for Claim Intake – Absence/Disability:** Employees require leave for various reasons such as expanding their families, caring for a loved one or recovering from an illness. While these situations are often necessary, the leave process can be complex and overwhelming, involving multiple claims and programs. Employees need clear understanding and support throughout their leave experience, starting from planning leave and returning to work. This includes access to resources, information on different types of leave options (like FMLA and PFML) and connections to disability insurance programs. Providing this comprehensive support

	helps employees navigate the leave process and focus on their personal needs without added stress.

Without the smart Claim assistant, we have below challenges.
1. Knowledge Gap: Around 62% of employees are unaware of available benefits.
2. Enhance Self-Service for Customers: Limited self-service capabilities hinder customers' ability to find the right absence reasons and submit the absence, leading to a surge in call center volume.
3. Communication Gap: Around 38% of employees said they could have been made aware of helpful benefits by their employer.
4. Increase In Operational Effort: Due to incorrect selection of absence reason, missing information, unavailability of leave balances or lack of proper documentation, the claim administrators spend significant time in verifying the information, contacting employees and processing claims.

With the implementation of the smart claim Assistant, we will be able to overcome all the above-mentioned challenges and, we get below benefits.
1. Streamlined Claim Intake
2. Enhanced Intake Submission Quality
3. Improved Claimant Experience |
| Responsibilities | • Connect with Cognizant leadership and Gen AI team members to understand and discuss the requirements and their possible solutions.
• Understand the business requirements.
• Develop the services and implement the business logic.
• Fixing issues raised at testing.
• Track the progress of daily work and make sure to deliver on time as promised.
• Help the team in case of any technical challenges or decision making.
• Perform the code and document review and make sure feedback are taken care.
• Committing the codebase to Azure DevOps. |

Project #2

Project Name	**Annuity Assistant (Smart Assistant for Annuity Product Information)**
Client	Cognizant Bluebolt
Project Type	Research & Development
Role	Developer
Duration	4 months
Platform	Google Cloud Platform
Languages	Python Fast API, LangChain Framework.

Tools	Visual Studio Code, Postman, Google Cloud SDK, Firebase, Azure DevOps, Google Cloud services (Vertex AI, Cloud Run, Firebase).
Project Description:	Annuity is a contract as part of an insurance plan between an individual and an insurance company that requires the insurer to make payments to the individual either immediately or in the future. The individuals (agents, brokers, call center agents and customers) typically ask a lot of questions to understand the annuity plans in detail. Before this smart Annuity Assistants, we had the below business challenges. 1. Lengthy Training: Onboarding new agents and getting them up to speed on annuity products is time-consuming and resource intensive. 2. Enabling Self-Service for Customers: Limited self-service capabilities hinder customers' ability to find the right product fit, leading to a surge in call center volume. 3. Difficulty in finding accurate information quickly: Call center agents have difficulty in finding accurate details quickly to assist customers. 4. Lengthy timeline: Enhanced solution to incorporate new federal rule changes and product additions, requiring updates to the knowledge repository and potentially adjustments of existing solutions. Validation of these changes is crucial for ensuring compliance and efficacy. 5. Inconsistent Service: Knowledge gaps erode customer trust and satisfaction, driving churn and impacting revenue. With the implementation of the smart Annuity Assistant, we can overcome all the above-mentioned challenges and now users can chat with the assistants to get answers to common FAQ's and product information with minimum time and with utmost accuracy.
Responsibilities	• Connect with Cognizant leadership and Gen AI team members to understand and discuss the requirements and their possible solutions. • Understand the business requirements. • Develop the services and implement the business logic. • Fixing issues raised at testing. • Track the progress of daily work and make sure to deliver on time as promised. • Help the team in case of any technical challenges or decision making. • Perform the code and document review and make sure feedback are taken care. • Committing the codebase to Azure DevOps.
Achievement	• Got appreciation from Cognizant leadership.

Academic project

• **Music Genre Classification Using Deep Learning:** This Project presents a deep learning approach to classify music of different genres. It uses many features extraction and algorithms to build a classification model and an engine that describes the song's genre using CNN and Python libraries.

Declaration:
I hereby declare that all the information given above are true and correct to the best of my knowledge and belief.

Banavath Siddhu
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