KAVITA JAIN

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SUMMARY

AI Engineer with 4+ years of experience designing scalable AI solutions for global clients across healthcare, banking, insurance, and EdTech. Skilled in building chatbots, RAG pipelines, agentic AI workflows, and knowledge-based AI assistants using Langchain, CrewAI, OpenAI GPT models, and vector databases. Adept at cloud deployments (Azure, AWS), API integration, and orchestrating multi-agent LLM systems for real-world enterprise use cases. Passionate about delivering impactful GenAI applications by blending strong backend development with prompt engineering and AI architecture expertise.

EXPERIENCE

Associate Consultant – AI Engineer

Datamatics | Mumbai, India   July 2024 - Present

Specialized in designing and deploying enterprise-grade AI chatbots and GenAI assistants using OpenAI's GPT-4o, Langchain, and CrewAI. Built intelligent assistants for clients in banking, healthcare, and government sectors, integrating them with internal systems like Documentum and Azure services. Optimized chatbot conversations, orchestrated multi-agent workflows, and ensured scalable deployment across enterprise cloud environments. In addition to core development, I often take the lead in planning sprints, assigning tasks within the team, and ensuring project timelines are met — collaborating closely with frontend, and testing teams to drive smooth delivery. Regularly lead client demos, technical discussions, and project alignment with stakeholders.

Jr. AI/ML Engineer

DreamsAI Innovations Pvt. Ltd. | Mumbai, India   March 2024 – July 2024

Contributed to the development of an AI-powered EdTech platform using RAG pipelines and domain-specific prompt tuning. Integrated OCR pipelines to support complex academic inputs and worked on building an intelligent Q&A assistant for students and teachers.

Associate Software Engineer – Machine Learning

Hexaware Technologies. | Mumbai, India   Nov 2021 - March 2024

Worked on building AI-powered chatbots and ML-based automation solutions for clients in the airline industry. Led projects in sentiment analysis, customer segmentation, and chatbot design using Python and NLP tools to improve CX and operational efficiency.

Graduate Engineer Trainee

Qspiders. | Mumbai, India   Aug 2021 - Aug 2021

Trained in data analytics, Python scripting, and EDA techniques. Worked on forecasting and predictive modeling using real-world datasets as part of training projects.

EDUCATION

Masters of Science in Information Technology
Mumbai University | Mumbai, India   2021

Bachelors of Science in Information Technology
Mumbai University | Mumbai, India   2019

Diploma in Computer Engineering
Maharashtra State Board of Technical Education | Mumbai, India   2017

REWARDS & CERTIFICATIONS

- Secured 3rd Place – IEEE Research Paper Competition

- Excellence Award – For Communication Skills and Technical Training

- **Spot Award – Digital Technologies, Mumbai**
  Awarded by Management for outstanding contribution to the KaiAssist platform

SKILLS

- Leadership & Architecture: Team leadership, project architecture design, POC development, framework development

- AI & Machine Learning: Generative AI, Agentic AI, Machine Learning, Deep Learning, Neural Networks, RAG (Retrieval-Augmented Generation), LLMs, Langchain, CrewAI

- Natural Language & Vision: NLP, Computer Vision, Prompt Engineering, RASA

- Programming & Frameworks: Python, FastAPI, Streamlit, Gradio, RESTful API development

- ML Frameworks: TensorFlow, PyTorch

- Databases & Querying: MongoDB, PostgreSQL, Redis, Pinecone, FAISS, chromadb, Qdrant

- Cloud & DevOps: AWS, Azure, Docker

- Operating Systems: Linux, Windows

KEY PROJECTS

- **KaiAssist (IndusInd Bank, Cipla)**
  Developed a smart AI-powered chatbot using GPT-4o and LangChain to support enterprise document search, compliance checks, and internal training modules. For IndusInd Bank, the chatbot enabled contextual document retrieval, risk report generation, and quiz creation from training materials. Integrated KaiAssist with Cipla's Documentum system to support secure version comparison and highlight regulatory differences—significantly reducing manual document handling effort.

- **Migration Assistant & Proposal Generator (International Organization for Migration – IOM)**
  Delivered agentic AI solutions using CrewAI, FastAPI, and Azure-hosted GPT-4o. The first automated the generation of funding proposals by transforming minimal staff input into complete, guideline-compliant sections via Generation and Evaluation Agents. The second
  — a multilingual chatbot — helped migrants access legal and procedural information from trusted sources like Wakawell, simplifying complex policy language through RAG-based retrieval.

- **AI Medical Underwriter (BUPA – POC)**
  Designed an agentic AI system for intelligent risk profiling and insurance eligibility assessment. Built multi-agent workflows using CrewAI to understand medical history via chatbot conversations, enrich it with existing records, and generate professional underwriter- style summaries with health indicators, risk scores, and claim insights.

- **MCP – AI R&D Initiative**
  Contributed to internal research and development of a modular AI architecture for document intelligence and multi-agent coordination. Focused on exploring LLM-driven evaluation frameworks, orchestration logic, and testing various embedding models and vector DBs.