

## **Aditya Ghanashyam Ladawa**

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**Zendesk**

### **Application for AI Agent Engineer II**

I am writing to express my strong interest in the AI Agent Engineer II position at Zendesk, as advertised on LinkedIn. My engineering philosophy aligns with developing autonomous, scalable AI systems that deliver measurable value, a principle I see reflected in Zendesk's Gen3 initiative to revolutionize conversational AI with goal-oriented, dynamic agents.

- My expertise centers on building self-replacing agentic systems using LangGraph, LangChain, and LangSmith, focusing on deterministic multi-agent workflows with explicit state control and memory orchestration. This directly translates to developing the reasoning, planning, and adaptive capabilities essential for Zendesk's Gen3. My AI Research Assistant project, a full-stack agentic system, achieved 5x token efficiency and a 4% gain in complex multi-step reasoning. I also engineered fully automated content pipelines for Instagram and YouTube, reducing production time by 20x and costs to under \$0.15 per video.
- I specialize in robust backend engineering with Python and FastAPI, ensuring production-ready deployments. My approach to infrastructure logic and automation pipelines supports building scalable AI agents. My experience includes designing and implementing Retrieval-Augmented Generation (RAG) pipelines with Qdrant and FAISS, maintaining tight control over memory and pipeline flow. I integrate agents with external tools and APIs, enabling autonomous document retrieval, multimodal processing, and insight generation, aligning with secure execution environments.
- My work ethic prioritizes system ownership, automation, and scalable execution. I treat inefficiency as a structural failure, optimizing cognition for throughput and dedicating significant hours to maintaining deep fluency in agentic architecture. This commitment ensures the development of durable systems that generate recurring value without constant oversight, directly contributing to the reliability and performance optimization of AI systems.

My background in architecting and deploying complex agentic systems, coupled with a strong foundation in scalable backend development and a commitment to measurable output, positions me to contribute immediately to Zendesk's Agentic Tribe. I am eager to apply my skills to further the capabilities of Gen3 and welcome the opportunity to discuss my experience.

Warm regards,

Aditya Ghanashyam Ladawa