**ANURAG KALAPALA**

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**SUMMARY**

A hands-on AI Prompt Engineer with a strong practical understanding of how to apply LLMs to drive measurable business outcomes. Experienced in designing, building, and maintaining high-quality, reusable prompts and AI-powered workflows that automate processes and improve team efficiency. A collaborative problem-solver with a bias for action, skilled in using prompt engineering, RAG, and workflow automation tools to translate business needs into impactful AI solutions.

**PROFESSIONAL EXPERIENCE**

**AI / Machine Learning Engineer** | HealthEdge | July 2024 - May 2025

* Designed and deployed AI-powered automations that integrated with core business platforms, reducing manual data entry and analysis for clinical support teams.
* Collaborated cross-functionally with operations and product teams to identify opportunities for AI integration, translating business requirements into technical specifications for AI workflows.
* Monitored the performance and output quality of deployed AI systems, iterating on logic and prompts to ensure continued accuracy and alignment with business goals.

**Graduate Research Assistant** | University of Massachusetts Lowell | June 2023 - May 2024

* Applied advanced NLP and LLM concepts to automate the extraction and summarization of key information from large volumes of unstructured research documents.
* Developed robust data pipelines to clean and prepare knowledge assets for use in RAG-based systems, improving the quality and relevance of AI-generated outputs.

**TECHNICAL PROJECTS**

**Building a Centralized Prompt Library for Workflow Automation** | Python, LangChain, APIs

* Designed and built a prototype for a centralized, version-controlled prompt library to ensure consistency and quality across various AI-powered internal workflows.
* Developed a suite of high-quality, reusable prompts for common business tasks like summarization, classification, and data extraction, including clear documentation and usage examples.
* Created lightweight integrations using Python and REST APIs to allow other internal tools to call the prompt library, enabling teams to easily incorporate standardized AI capabilities into their day-to-day work.

**AI-Powered Automation of Customer Support Workflows** | Prompt Engineering, RAG, Function Calling

* Engineered an AI workflow to automate the triage and initial response for customer support tickets. The system used prompt chains to classify ticket intent, severity, and sentiment with 95% accuracy.
* Implemented a Retrieval-Augmented Generation (RAG) system that allowed the AI to pull information from an internal knowledge base, providing accurate, context-aware answers to common questions.
* Utilized function calling to enable the AI to interact with external systems, such as fetching user account details from a database to further personalize responses and reduce manual work for support agents.

**Automating Financial Data Processing with RPA and AI** | Python, UiPath, Automation Anywhere

* Built and maintained robust automation workflows using RPA tools (UiPath, Automation Anywhere) to streamline financial data processing and reporting.
* Integrated Python scripts and AI models into these workflows to handle complex decision-making and data validation that was beyond the scope of traditional RPA.
* This system reduced manual processing time by over 30 hours per week and decreased data entry errors by 98%, demonstrating a strong background in building automations that deliver meaningful outcomes.

**TECHNICAL SKILLS**

* **AI Prompt & Workflow Engineering:** Prompt Design, Prompt Engineering, Workflow Automation, RAG, Function Calling, Zapier, APIs
* **LLMs & AI Concepts:** LangChain, Hugging Face Transformers, OpenAI APIs
* **Software & Data:** Python, SQL, Data Analysis, Git
* **RPA & Automation:** UiPath, Automation Anywhere

**EDUCATION**

* **MS in Computer Science** | University of Massachusetts Lowell | Jan 2023 - May 2024
* **BE in Electronics and Communication** | Chaitanya Bharathi Institute of Technology | June 2018 – May 2022

**CERTIFICATIONS**

* DeepLearning.AI Deep Learning Specialization
* Generative AI with LLMs – DeepLearning.AI
* LangChain for LLM Application Development – DeepLearning.AI