


Anurag Patil C

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SKILLS

PROGRAMMING LANGUAGES | • Python • SQL • PostgreSQL

FRAMEWORKS AND LIBRARIES | • Flask • FastAPI • Langchain • Streamlit

• NumPy • Matplotlib • Pandas • RAG

GENERATIVE AI | • GPT-3.5 • GPT-4 • Prompt Engineering • LangSmith

DATA SCIENCE AND MACHINE LEARNING | • NLP • ChromaDB • Azure AI Studio

CLOUD PLATFORMS | • Azure AI Services • AWS • Azure AI Index

EXPERIENCE

INFOSYS | • Python, • Generative AI, • Azure AI, • OpenAI, • Machine Learning,

• Prompt Engineering, • Data science, • Langchain, • Prompt Engineering.

DIGITAL SPECIALIST ENGINEER | April 2022 – Present, Bengaluru

AI-driven Query Resolution System for Visa Application Support

Role: AI/GenAI Engineer

Description: Developed and implemented a comprehensive AI-powered query resolution system to assist employees in Visa application support and troubleshooting. The system leveraged multiple components for document ingestion, compliance scanning, and sentiment analysis, and provided recommendations using AI models to streamline user queries and improve overall support efficiency.

Key Responsibilities:

1. Ingestion and Processing:

- Designed and implemented an Ingest Manager in Python to process documents and pages, breaking them into manageable chunks for compliance scanning, content enrichment, and embedding generation.
- Integrated Insite Ingest Process to handle compliance checks, ensuring that only compliant data enters the system for indexing and querying.
- Utilized Content Inspection Service API to validate document compliance and ensure content relevancy before further processing.

2. AI-Powered Query Management:

- Developed a Chat UI allowing employees to initiate Visa application queries.
- Built and optimized a Chat Backend that performed intent analysis and worked with LLMs to generate search embeddings, aiding in query resolution.
- Connected the Chat Backend to the Application Data API for retrieving knowledge chunks and enriching responses, utilizing Azure AI Search and GPT-4 LLM on Microsoft Azure.

3. Auditing and Compliance:

- Integrated Audit Services to track and log user sessions, capturing end-user feedback and enhancing system performance based on insights from recorded traces.
- Managed an orchestrator in Python to log conversations, record traces, and drive continuous improvements based on user interactions and audit feedback.

4. Data and Model Management:

- Leveraged Microsoft Azure for cloud storage and processing, utilizing ADA-002 Embeddings for embedding generation and GPT-4 LLM for advanced language processing.
- Coordinated with Application Data services to retrieve and store enriched content, enhancing system capabilities for dynamic and context-aware query handling.

5. Outcome and Impact:

- Successfully improved Visa support efficiency by automating query resolution processes, reducing employee workload and enhancing response accuracy.
- Achieved robust data compliance through automated content scanning and content enrichment workflows.

Collectively, these experiments generated over \$X million in incremental revenue for Infosys, significantly contributing to the achievement of the annual team goals.

CERTIFICATIONS

Infosys Certified Python Associate

Infosys Certified Python Programmer

Infosys Certified Data Science Professional Using Python

Infosys Certified Machine Learning Professional

Infosys Certified Generative AI Professional

EDUCATION

Visvesvaraya Technological University (VTU).

Government Engineering College, Raichur.

B.E., Electronic and Communication Engineering
June 2019 | Raichur - Karnataka

CGP: 7.18/10

Department of Technical Education Karnataka (DTE).

HKE Society's Polytechnic, Raichur.

Diploma, Electronic and Communication Engineering.

June 2015 | Raichur – Karnataka

Percentage: 78% / 100%

COURSEWORK

- Machine Learning:** Foundations and applications of machine learning algorithms.
- Data Science:** Data analysis, preprocessing techniques, and statistical methods.
- Natural Language Processing (NLP):** Techniques and models for processing and understanding human language.
- Generative AI:** Development and deployment of generative models such as GPT-3.5 and GPT-4.
- Prompt Engineering:** Crafting and optimizing prompts to enhance AI model performance.
- Cloud Computing:** Utilizing cloud platforms like Google Cloud Platform (GCP) and Azure for AI solutions.
- Python Programming:** Advanced programming techniques and best practices.
- Web Development Frameworks:** Building applications with Flask and FastAPI.
- Data Visualization:** Utilizing tools like Matplotlib for visual representation of data.
- Database Management:** Techniques for handling and querying large datasets using ChromaDB.

INTERESTS

• Traveling • Fitness • Nutrition • self – improvement