

Arun Shetty

Generative AI Consultant

Experience: 8 years

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Professional Summary

Generative AI and Automation Consultant with over 8 years of experience in designing, developing, and deploying LLM-powered enterprise solutions on Azure. Proven expertise in building scalable RAG architectures, LangChain workflows, and Agentic AI frameworks using LangGraph for end-to-end orchestration with focus on accurate and safe interfaces using DeepEval and GuardrailsAI. Proficient at combining AI-driven automation with robust Python engineering to deliver intelligent, context-aware business applications.

Hands-on experience in architecting multi-agent systems, and contextual chatbots integrating GPT-4o, GPT-4.1, GPT-5.0, Azure AI Search, and Cosmos DB. Designed modular GenAI workflows that require zero code changes for model upgrades and for driving significant productivity gains through automation and AI integration. Recognized by leadership for AI innovation, reusability frameworks, and enterprise-grade delivery excellence.

Core Strengths:

- Architecting RAG + LangChain + LangGraph workflows for retrieval and reasoning
- Implementing Agentic AI systems with autonomous task orchestration
- Developing AI-driven automation pipelines and dynamic report generation
- Expertise in Azure OpenAI, Python, FastAPI, and Azure AI Search
- Experienced in leading and mentoring a 15+ member cross-functional team, ensuring high-quality delivery under strict timelines
- Strong leadership in solution design, mentoring, and GenAI strategy alignment

Technical Skills

- AI/GenAI Architecture: GPT-4o, GPT-4.1, GPT-5.0, Azure OpenAI, LangChain, LangGraph, Agentic RAG, Knowledge Graphs
- Python & Frameworks: Django, Flask, FastAPI, asyncio, Pydantic, NumPy, Pandas, Matplotlib, OpenCV, Tesseract
- Cloud & DevOps: Azure Functions, Logic Apps, App Services, Key Vault, AI Search, Cosmos DB, CI/CD, Docker, Jenkins
- Automation: Python Scripting, UiPath RPA, Workflow Optimization

Soft Skills: Leadership, Mentorship, Collaboration, Design Thinking

- Exhibited strong leadership in managing cross-functional teams and ensuring timely, high-quality project delivery.
- Demonstrated effective mentorship by guiding team members in upskilling, certifications, and best practices.
- Created a culture of collaboration through open communication and coordination across multiple teams and functions.
- Applied design thinking principles to create intuitive, scalable, and user-focused AI and automation solutions.
- Encouraged innovation, ownership, and continuous improvement across all project phases.

Certificates and training

- Designing Generative AI for Business with Microsoft Azure OpenAI – Great Learning & Microsoft
- Agentic AI Course – Krish Naik Academy
- Microsoft Certified: Azure AI Fundamentals
- Continuous Learning: Prompt Engineering, LangChain, LangGraph, Agentic AI, RAG Pipelines, AI Search, Document Intelligence
- Upcoming: AI-102: Designing and Implementing a Microsoft Azure AI Solution
- Oracle Cloud Infrastructure Foundations 2021 Associate
- Oracle Cloud Infrastructure 2021 Cloud Operations Associate
- Oracle Cloud Infrastructure 2021 Architect Associate

Awards and recognition

- Accenture Ace Award for outstanding innovation and delivery excellence in Generative AI-based Python automation.
- Client Appreciation (P&G, Gen S&C, and Novo Nordisk) for delivering high-quality, zero-defect solutions and exceeding delivery expectations.
- Innovation Champion Award for creating reusable AI assets like RPA Orchestrator, and Automation Experience Platform.
- Leadership Recognition from PMO for exceptional coordination across Infra, DevOps, and Release teams in FDD, ITDD, and DNA applications.
- Dream Team Award (GE Healthcare) for exemplary performance, quick issue resolution, and adherence to delivery SLAs.
- Client 10/10 Rating (GE Healthcare) for technical excellence, problem-solving, and consistent high-quality delivery.
- Knowledge Contribution Award for publishing a whitepaper on open-source RPA orchestration and contributing DevOps setup guides to the Accenture KX portal.
- Continuous Learning & Mentorship Recognition for driving team upskilling in Python, Generative AI, and Azure technologies.
- High Performer Recognition (Novo Nordisk) for resolving 2.5× more incidents than peers and improving automation efficiency by 3 hours per day.

Professional experience:

➤ Accenture - July 2013 to Present

Project – Due Diligence applications

Role: Associate Manager – Generative AI / Python Architect

- Led GenAI-driven Python application development using GPT-4o, LangChain, and RAG pipelines integrated with Azure AI Search and Cosmos DB.
- Designed modular GPT orchestration framework requiring no code changes for model upgrades.
- Built AI chatbot for ITDD with contextual memory and history retention using GPT-4o.
- Created a document scoring profile in Azure AI Search to prioritize the latest content for better retrieval accuracy.
- Delivered 6+ GenAI POCs transitioned to production, reducing manual effort by 40% and improving productivity by 30%.
- Built dynamic PowerPoint generation engine and chart insights automation using GPT-4o + OpenCV/Tesseract.
- Coordinated Infra, DevOps, and Release activities for FDD, ITDD, and DNA applications, ensuring seamless deployment and compliance.
- Recognized by PMO and leadership for exceptional technical delivery and innovation.

Project: GenARC

Role: Associate Manager – Generative AI / Python Architect

- Architected end-to-end LLM workflow enabling context-aware Q&A and data summarization.
- Developed modular backend APIs and integrated GPT-based chart insights extraction.
- Implemented RAG-based search across documents, improving accuracy and response quality.
- Delivered document intelligence automation improving data consistency and speed.

Project: Sales Samples Transformation**Role: Associate Manager – Python Architect**

- Introduced innovative features including intuitive order pages, flexible reporting, vendor onboarding optimization, and persistent cart functionality.
- Automated data migration using Python and Django, reducing deployment time and human errors.
- Implemented Azure AD OAuth 2.0 authentication ensuring secure user and service access.
- Conducted thorough code reviews, testing, and documentation to maintain high delivery quality.
- Led a 3-member team, promoting continuous learning, certifications, and collaboration.
- Coordinated with multiple vendor teams for seamless integration and timely project delivery.
- Recognized by clients and leadership for innovation, delivery excellence, and quality focus.

Project: Oracle Dx4C**Role: Associate Manager – Python / Automation Architect**

- Built 4 Python-based automations in Novo Nordisk, reducing ~3 hours/day of manual effort and improving operational efficiency.
- Developed reusable assets like RPA Orchestrator, Dependency Management Tool, and Automation Experience Platform using Django and Jenkins, enabling cost-free bot orchestration.
- Improved ticket management and categorization, enhancing response time and incident resolution throughput.
- Contributed DevOps dashboards integrating Git, Jenkins, Selenium, Docker, and UiPath, improving deployment visibility.
- Led and mentored team members in Python, Django, DevOps, and Oracle DX4C modules, promoting upskilling and certifications.
- Recognized for delivery excellence—on-time, zero-defect releases, and 2.5× higher incident resolution than peers.

Project: Vodafone NewCo**Role: On-site Lead Siebel CRM**

- Supported the Siebel NewCo Stack by triaging production defects, managing incidents, and overseeing release activities to ensure smooth operations.
- Served as the primary on-site coordinator, collaborating with offshore teams to resolve issues efficiently and maintain SLA adherence.
- Developed and implemented automation scripts for recurring manual jobs, significantly reducing execution time and operational overhead.
- Handled ad-hoc production job execution and provided prompt support for Priority 1 incidents, ensuring minimal downtime.
- Worked closely with client stakeholders to gather and clarify IT requirements, translating them into functional and technical designs.
- Prepared and reviewed functional design documents for Oracle Customer Hub (OCH) and Enterprise Data Quality (EDQ) integrations.
- Acted as a key liaison between business teams and the delivery organization, ensuring seamless transition from design to build phase.
- Supported Solution Architects in defining and validating architectural design decisions for complex integrations.
- Delivered high-quality, on-time deliverables, meeting client expectations and ensuring smooth release execution.

➤ **Capgemini - Dec 2009 to June 2013**

Enterprise Application Integration (Siebel CRM Projects)**Roles: Design Analyst / Siebel Developer / Programmer**

- Extensive experience in Siebel EAI, including Integration Workflows, Web Services, VBCs, Siebel Adapters, SOAP/WSDL, XSL, and DTD.
- Configured and customized Business Components, Applets, Views, and Workflows; implemented automation through Workflow Policies and minimized scripting using Siebel User Properties.
- Developed and modified eScripts, Assignment Manager rules, and Siebel Personalization for dynamic user experiences.
- Delivered end-to-end integration solutions for clients including SSE PLC, VMware, T-Mobile, Fidelity, and GE Healthcare.
- Led development of Siebel UCM interfaces and OCH/EDQ design, supporting initial and delta data loads and data quality improvement.
- Designed real-time and batch integration interfaces between Siebel and external systems; built automated data migration jobs using PL/SQL and UNIX scripting.
- Performed unit testing, QA support, and production deployment with zero post-release defects.

- Successfully delivered multiple projects under Agile and Waterfall models, consistently achieving on-time delivery and high client satisfaction.
- Received multiple client appreciations, including Dream Team 2009 Award (GE) and 10/10 client rating for performance and quality.

Client Facing Experience

- Onsite Co-Ordinator and Dev lead
Leading Telecom company in UK - Newbury, UK
Siebel Communications implementation and support
Successfully lead a team of nine from multiple nationalities.
12/2017 - 05/2019
- Onsite Co-Ordinator and Dev lead
Leading Energy Company - Portsmouth, UK
Siebel Universal Customer Master
Part of the greenfield implementation of Master data management
03/2016 - 05/2017
- Application Developer
Leading Cloud computing and virtualization – Bangalore, India
Siebel Universal Customer Master
Worked as a developer on customizing the Master Data Management module
07/2013 – 04/2017

Education

Bachelor of Engineering (Electronics & Communication) – Adichunchanagiri
Institute of Technology (VTU), 2008