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## WEBSITES, PORTFOLIOS, PROFILES

- https://github.com/asaduzza man-git
- https://asaduzzamangit.github.io/
- www.linkedin.com/in/ mdasaduzza-man

#### **EDUCATION**

Master of Science, Computing **Glyndŵr University**, United Kingdom (UK) October 2014

Bachelor of Science,
Electronics And
Telecommunication
Engineering
ATISH DIPANKAR UNIVERSITY
OF SCIENCE & TECHNOLOGY,
Dhaka, Bangladesh
March 2010

### **LANGUAGES**

English

Advanced (C1)

# MD ASADUZZAMAN

#### **PROFESSIONAL SUMMARY**

I am a professional with a background in AI, Data Science, and Telecommunications. Acting as an AI Solution Owner with 4+ years of experience in NLP, LLMs, and Conversational AI. Proven track record in designing AI-driven chatbots, retrieval systems (RAG), and scalable digital solutions. Passionate about optimizing AI applications to drive business impact.

#### **SKILLS**

AI & Machine Learning

 LangChain, HuggingFace, IBM WatsonX, OpenAI, Ollama, Retrieval-Augmented Generation (RAG), LLM, Knowledge Graph

**Data Science & Engineering** 

 Pandas, NumPy, Scikit-Learn, Matplotlib, Seaborn, SQL, Elasticsearch (BM25), Vector Databases (FAISS, Elasticsearch)

**Data Visualization** 

Software Development & Tools

- · Kibana, Power BI
- Python, Confluence, and Jira

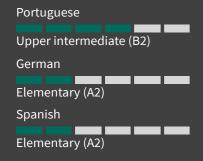
#### **WORK HISTORY**

February 2021 - Current

Nokia - Al Solution Owner - Al Digital Assistant, Lisbon, Portugal

Al & Data Science

- Designed and deployed AI-powered FAQ chatbots, using dynamic prompting and RAGbased hybrid search capabilities with RRF techniques, which reduced support tickets by 20%
- Developed intent recognition prompts achieving 92% accuracy in multi-topic classification
- Built a knowledge driven 'Talk to Your Knowledge' chatbot leveraging RAG systems with hybrid search and Reciprocal Rank Fusion (RRF) techniques for optimal chunk extraction and text generation
- Built a Text-to-SQL chatbot that enables users to query features based on business logic and algorithms, delivering results aligned with stakeholder requirements and achieving over 82% accuracy
- Developed end-to-end dialogue flow for Conversational AI bot, using IBM Watson & Azure OpenAI APIs
- Developed Query Reformulation prompt, which extracts principal keywords and filters out stop words based on business requirements, significantly improving IR with accuracy
- Created an AI benchmark testing framework to evaluate response quality against golden standards



 Implemented a retrieval grading framework to enhance search accuracy and minimize AI hallucinations

October 2018 - February 2021

**Nokia - Network Integration and Databuild Engineer**, Lisbon, Portugal Databuild & Network Integration (NI)

- Participated in network modernization projects, creating site commissioning file (SCF)
- Designed data templates for optimal parameters and created templates for 3G, 4G, and 5G
- In NOC, BTS SWAP support to the Field engineers

January 2018 - September 2018

Lycamobile - Customer Service, Lisbon, Portugal

- Resolved customer queries via email, ensuring adherence to SLAs
- Managed incoming Network connectivity tickets efficiently, ensuring customer satisfaction and maintaining product-related databases

February 2015 - October 2017

Subway Hackney Limited - Supervisor, London, United Kingdom

- Managing Payroll and Schedules
- Give support for the ERP software

March 2010 - April 2013

**Universal Engineering Company Ltd - Technical Support Engineer**, Dhaka, Bangladesh

- Provide remote BTS commissioning & SWAP support
- Conducted E1 transmission loop tests and PAT tests

October 2009 - January 2010

Grameenphone Ltd - Engineer Intern, Dhaka, Bangladesh

 Worked in Non-Legacy Transport Network with a strong focus on Synchronization and Data Communication Networks (DCN).

#### **CERTIFICATIONS**

- IBM Data Science Professional Certificate
- · Prompt Engineering for ChatGPT
- Building and Evaluating Advanced RAG
- Vector Databases: from Embeddings to Applications

#### **AWARDS**

 Mobile Networks Quality Awards 2022 Advancing quality as a competitive differentiator - AI Digital Assistant.

#### **PROJECTS**

#### **Al Agent Chatbot**

A powerful AI chatbot using LangGraph, FastAPI, and Streamlit. Learn to define
a FastAPI backend endpoint for processing requests, integrate LangGraph
agents with dynamic model selection, and design an intuitive Streamlit UI for
seamless user interaction.