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WEBSITES, PORTFOLIOS, PROFILES

- <https://github.com/asaduzza-man-git>
- <https://asaduzzaman-git.github.io/>
- www.linkedin.com/in/md-asaduzza-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

- Kibana, Power BI

Software Development & Tools

- Python, Confluence, and Jira

WORK HISTORY

February 2021 - Current

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

AI & 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

Portuguese

Upper intermediate (B2)

German

Elementary (A2)

Spanish

Elementary (A2)

- 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

AI 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.