Shubham Uttam Gagare

AI Engineer

📍 Pune, Maharashtra.

🪪 PROFILE SUMMARY

Motivated and results-driven AI Engineer with strong expertise in Machine Learning, Deep Learning, and Natural Language Processing. Adept at building and deploying state-of-the-art models for tasks such as predictive analytics, image recognition, and advanced NLP applications, including language modeling, text generation, and conversational AI. Passionate about leveraging AI technologies to solve complex problems, drive innovation, and create intelligent solutions that enhance business performance and user experiences.

💼 PROFESSIONAL EXPERIENCE

Software Engineer (AI/ML), *LEANK(KEI) SERVICES INDIA PVT.LTD*
12/2022 – 01/2025
PUNE, MAHARASHTRA

Project: Automation of ticket classification raised by customers (Banking domain)   11/2022 – 02/2024
• Analysed the root cause for lower ticket resolution rate
• Built **classification model** for assigning category to ticket, which further helped to route that ticket to correct team
• Implemented **natural language processing** techniques to extract key information from ticket descriptions.
• Collaborated with cross-functional teams to gather requirements and ensure the solution meets business needs.
• Monitored model performance and adjusted algorithms to improve accuracy and efficiency.

Project: Analysed the customer review data for improving customer services of client proving rental spaces   02/2024 – 01/2025
• Performed **sentimental analysis** for classifying reviews to positive or negative class
• Applied **LDA** on negatively classified reviews to know about key focus areas for improvement
• Provided recommendations for enhancing customer satisfaction based on data-driven insights.

📚 CERTIFICATES

1.Masters Program - AI Engineer : Simplilearn
Certified in collaboration with IBM
   Python for Data Science
   Machine Learning
   Deep Learning with Keras and Tensorflow
   NLP
   ChatGPT
   Big Data for Data Engineering,
   PySpark Training Course,
   MongoDB Developer andAdministrator,
   AWS Data Analytics Certification Training,

📁 PROJECTS

Crime Prediction Using Machine Learning, *Has Published A Research Paper*
Internation Journal Of Advanced Research In Science, Communication And Technology
Internation Standard Serial Number - 2581-9429
Certificate no - 052023-A2912

Batch time and Real time analysis,
Collect and store streaming data, use Amazon kinesis analytics to process and analyze the streaming data.
Crawler, Glue, Athena, Kinesis, Kinesis firehose, kinesis analytics, Kinesis firehose delivery stream, Kibana

END-TO-END LLM PROJECT
Developed an Advanced Research Article Generator using Langchain, OpenAI API, and Streamlit, designed to automate the production of original research articles. This tool streamlines the process from sourcing articles via SERP requests to 1 extracting content with UnstructuredURLLoader. It skillfully synthesizes information using CharacterTextSplitter and FAISS for text management and database indexing. The core functionality includes an LLMChain for summary generation, leading to the creation of structured, insightful, and original plagiarism free research content. Enhanced with a Streamlit interface, the tool offers a user-friendly solution for efficient research article development.

🎓 EDUCATION

Bachelor of Engineering (Computer), *Sinhgad Institute, Pune , Maharashtra.*   2023
Pune, India

🧠 SKILLS

Python , PySpark ● SQL, NoSQL , PostgreSQL ● NLP ● AWS Services ● Machine Learning ● Deep learning ●
Tensorflow ● Pytorch ● LLMs