Yash Agrawal

Senior AI Product Specialist (GenAI)

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🎓 EDUCATION

Bachelor of Engineering
RKNEC
Nagpur, India

Master Program of Data Science
Tech Smart System
Pune, India

📇 PROFILE

Highly motivated and results-oriented **AI Product Specialist** with 8+ years of experience in **designing, developing,** and implementing end-to-end AI **(GenAI)** solutions that drive **significant business impact.** Expert in building and optimizing large-scale chatbot systems using **cutting-edge technologies like GPT-4, LLMs, Chatbot** and Vector Databases. Proven leadership in **managing cross-functional teams**, with experience **handling teams of up to 11 members**, and executing complex AI projects that enhance business operations. Adept at transforming business needs into actionable AI strategies, with a strong focus on **NLP, Deep Learning**, and **MLOps**. A continuous learner with a passion for innovation and quality work.

🧠 SKILLS

Technical Competencies
AI & GenAI:
- **Natural Language Processing, Prompt Engineering, LLMs (GPT-4, GPT-3.5 Turbo), RAG, ChatGPT, Hugging Face,** Machine Learning**, Deep Learning, Computer Vision, Llama, Mistral, OpenAI**
- Generative AI, Transformers, CNN, RNN, LSTM, T5, BERT, U-Net, VGG-16, AlexNet, Retina-Net

Data Science:
- Predictive Modeling, Feature Engineering, Model Evaluation & Validation, Statistical Testing, Hypothesis Testing
- Data Integration, Data Mining, Data Analysis, Big Data (PySpark, Databricks)

Cloud Platforms & MLOps:
- Azure: Azure Cognitive Services, AzureML, Blob Storage, **AzureAI Search**
- AWS: CI/CD, ArgoCD, Mlflow, Kubeflow, SQL, Vector Databases (Redis DB, Cosmos DB, Qdrant, Pinecone, Chroma, Weaviate, AzureAI Search)

Business Competencies
Leadership:
- Team Management, Project Management, Mentoring, Problem-Solving, Decision-Making

Communication:
- Strong written and verbal communication skills, effectively presenting complex technical concepts to diverse audiences.

Business Acumen:
- Translating business objectives into AI-driven solutions that deliver measurable outcomes.

💼 PROFESSIONAL EXPERIENCE

Senior AI Specialist
UAE Government, UAE

- Spearheaded the design, development, and deployment of an advanced **chatbot pipeline leveraging** LLMs (GPT-4, GPT-3.5 Turbo) for the **UAE Government,** significantly improving citizen engagement.
- Architected a comprehensive Conversational Engine, incorporating RAG Pipelines, Multi-Agent Models, and Prompt Optimization, **improvement** in query resolution rates.
- Deployed the solution using Azure Search Service for Vector DB, enhancing the system's scalability and **response.**
- Actively exploring Langgraph to further refine the chatbot's capabilities, contributing to ongoing R&D efforts.

Lead Data Scientist (Technical Specialist)   05/2023 – 04/2024
Zensar Technologies   Pune, India

- Build a end to end **HR portal integrated chatbot** for the serving candidates friendly **feedback based on the reviews** received by the interviewers.

- Bot **reduce the revert time** to the candidate **by 80%** and company **saved a 11% revenue** with this service spend on HR budget.
- Developed and deployed an **AI-driven Patient Criticality Identification (PCI) system** for a pharmaceutical client, reducing patient **response times by 25%**.
- **Led a team of seven** in building a robust data integration pipeline using PySpark on Databricks, achieving an AUC score of 0.987 for classification models.
- Played a key role in sales pitches by developing POCs and collaborating **closely with stakeholders** to align **AI solutions** with **business needs**.

Senior Data Scientist
Globant

11/2021 – 03/2023
Pune, India

- Led a project for a **major 4G telecom company**, deploying a predictive model for splitter box signal strength, saving 1,500 pounds per week.
- **Managed and mentored a team of seven**, implementing **CI/CD** pipelines using **Azure** Kubernetes Services, ArgoCD, and Terraform, optimizing **operational efficiency by 35%**.
- Developed a regression model for insurance discounted price prediction, achieving a **0.97 R-squared score,** which optimized pricing strategies and enhanced customer segmentation.
- Involved in building data engineering and **containerizing life cycle**.
- **Active** participant in **AI studio initiative**, **building cutting-edge solutions** for Globant.
- Driving the **NLP product development** for contract Management using text extraction from document images using robust OCR model, NLP architecture like Spacy, BERT, and T5, and trained the final model using GPU-based machine, **Machine Learning Models.**

Data Scientist
Exela Technologies

09/2020 – 11/2021
Pune, India

- Built a Contract Procedure Tool (CPT) using NLP and deep learning models, **saving $30,000 annually** for the company by automating legal data analysis.
- Deployed models as **Flask web services** on Azure VM, streamlining the integration process with existing JAVA portals.

Computer Vision Engineer
Deep Vidya AI Pvt. Ltd.

04/2020 – 09/2020
Bangalore, India

- Developed a state-of-the-art **Facial Analytics system** with a 99.9% accuracy rate in gender identification, significantly enhancing customer engagement for clients in Southeast Asia.

Machine Learning Engineer
Tech Shed (Ample Softech)

03/2017 – 03/2020
Pune, India

- Development of a Customer Churn Prediction & Retention System, increasing **retention rates by 4% and profits by over 23%.**
- Build a **ruled based chatbot** for an marketing company with **predifiend FAQ's and greetings**.
- Building Python scripts for the data analysis and **generating reports using multiple visualization tools.**
- Involved in multiple data gathering and data integration processes.
- Writing SQL script to segregate the data.

🌐 LANGUAGES

Language	Level
English	●●●●○
German	●●○○○
Hindi	●●●●○
Arabic	●○○○○

📇 CERTIFICATES

- Generative AI with Large Language Models by DeepLearning.AI ↗ |
- Business Metrics for Data-Driven Companies by Duke University |
- IBM Professional Data Science Certifications. ↗ |
- IBM Professional Introduction to Artificial Intelligence Certification |
- Machine Learning Using SAS Viya