**Hello, Truecaller is calling you from Bangalore, India! Ready to pick up?**

Our goal is to make communication smarter, safer, and more efficient, all while building trust everywhere. We're all about bringing you smart services with a big social impact, keeping you safe from fraud, harassment, scam calls or messages, so you can focus on the conversations that matter.

* Top 20 most downloaded apps globally, and world’s #1 caller ID and spam-blocking service for Android and iOS, with extensive AI capabilities, with more than 400 million active users per month.
* Founded in 2009, listed on Nasdaq OMX Stockholm and is categorized as a Large Cap. Our focus on innovation, operational excellence, sustainable growth, and collaboration has resulted in consistently high profitability and strong EBITDA margins.
* A team of 400 people from ~35 different nationalities spread across our headquarters in Stockholm and offices in Bangalore, Mumbai, Gurgaon and Tel Aviv with high ambitions.

**We in the Insights Team** are responsible for SMS Categorization, Fraud detection and other Smart SMS features within the Truecaller app. The OTP & bank notifications, bill & travel reminder alerts are some examples of the Smart SMS features. The team has developed a patented offline text parser that powers all these features and the team is also exploring cutting edge technologies like LLM to enhance the Smart SMS features. The team’s mission is to become the World’s most loved and trusted SMS app which is aligned with Truecaller’s vision to make communication safe and efficient. Smart SMS is used by over 90M users every day.

**As an ML Engineer**, you will be responsible for collecting, organizing, analyzing, and interpreting Truecaller data with a focus on NLP. In this role, you will be working hands-on to optimize the training and deployment of ML models to be quick and cost-efficient. Also, you will be pivotal in advancing our work with large language models and in-device models across diverse regions. Your expertise will enhance our natural language processing, machine learning, and predictive analytics capabilities.

**What you bring in**:

* 3+ years in machine learning engineering, with hands-on involvement in feature engineering, model development, and deployment.
* Experience in Natural Language Processing (NLP), with a deep understanding of text processing, model development, and deployment challenges in the domain.
* Proven ability to develop, deploy, and maintain machine learning models in production environments, ensuring scalability, reliability, and performance.
* Strong familiarity with ML frameworks like TensorFlow, PyTorch, and ONNX, and experience in tech stack such as Kubernetes, Docker, APIs, Vertex AI, GCP. Experience deploying models across backend and mobile platforms.
* Fine-tune and optimize LLMs prompts for domain-specific applications
* Ability to optimize feature engineering, model training, and deployment strategies for performance and efficiency.
* Strong SQL and statistical skills.
* Programming knowledge in at least one language, such as Python or R. Preferably python.
* Knowledge of machine learning algorithms.
* Excellent teamwork and communication skills, with the ability to work cross-functionally with product, engineering, and data science teams.
* Good to have the knowledge in retrieval-based pipelines to enhance LLM performance

**The impact you will create:**

* Collaborate with Product and Engineering to scope, design, and implement systems that solve complex business problems ensuring they are delivered on time and within scope.
* Design, develop, and deploy state-of-the-art NLP models, contributing directly to message classification and fraud detection at scale for millions of users.
* Leverage cutting-edge NLP techniques to enhance message understanding, spam filtering, and fraud detection, ensuring a safer and more efficient messaging experience.
* Build and optimize ML models that can efficiently handle large-scale data processing while maintaining accuracy and performance.
* Work closely with data scientists and data engineers to enable rapid experimentation, development, and productionization of models in a cost-effective manner.
* Streamline the ML lifecycle, from training to deployment, by implementing automated workflows, CI/CD pipelines, and monitoring tools for model health and performance.
* Stay ahead of advancements in ML and NLP, proactively identifying opportunities to enhance model performance, reduce latency, and improve user experience.
* Your work will directly impact millions of users, improving message classification, fraud detection, and the overall security of messaging platforms.

**It would be great if you also have:**

* Understanding of Conversational AI
* Deploying NLP models in production
* Working knowledge of GCP components
* Cloud-based LLM inference with Ray, Kubernetes, and serverless architectures.

**Life at Truecaller** - Behind the code: <https://www.instagram.com/lifeattruecaller/>

**Sounds like your dream job?**

We will fill the position as soon as we find the right candidate, so please send your application as soon as possible. As part of the recruitment process, we will conduct a background check.

This position is based in **Bangalore**, India.

**We only accept applications in English.**

**What we offer:**

* **A smart, talented and agile team:** An international team where ~35 nationalities are working together in several locations and time zones with a learning, sharing and fun environment.
* **A great compensation package:** Competitive salary, 30 days of paid vacation, flexible working hours, private health insurance, parental leave, telephone bill reimbursement, Udemy membership to keep learning and improving and Wellness allowance.
* **Great tech tools:** Pick the computer and phone that you fancy the most within our budget ranges.
* **Office life:** We strongly believe in the in-person collaboration and follow an office-first approach while offering some flexibility. Enjoy your days with great colleagues with loads of good stuff to learn from, daily lunch and breakfast and a wide range of healthy snacks and beverages. In addition, every now and then check out the playroom for a fun break or join our exciting parties and or team activities such as Lab days, sports meetups etc. There something for everyone!

**Come as you are:** Truecaller is diverse, equal and inclusive. We need a wide variety of backgrounds, perspectives, beliefs and experiences in order to keep building our great products. No matter where you are based, which language you speak, your accent, race, religion, color, nationality, gender, sexual orientation, age, marital status, etc. All those things make you who you are, and that’s why we would love to meet you.