

# Dhanush B

## Software Engineer

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### SUMMARY

For the past **3.6 years**, I've worked as a **Software Engineer** across a wide range of technologies and domains. My focus has now shifted to a deep **specialization in Generative AI**. Building **AI Agents** using Python and **Large Language Models (LLMs)** and **Conversational AI** solutions for enterprise contact center using Node.js and Azure AI Services. I contribute significantly to business development through the creation of impactful technical **Proofs of Concept** and the provision of AI expertise for **Requests for Proposals (RFPs)**, which aid in the acquisition of new clients.

### PROFESSIONAL EXPERIENCE

#### LTIMINDTREE

WHITEFIELD, BANGALORE.

#### AI/ML ENGINEER (OFFICIAL TITLE: TRAINEE ENGINEER)

Feb 2023 - Present

- Spearheading the development of a new AI Agent platform for marketers, leading a team of 6 engineers from initial ideation and architecture through to final deployment. This agent is designed to automate the entire content lifecycle from brief creation to performance monitoring by leveraging LangChain, LangGraph and Azure OpenAI Models.
- Engineered and deployed custom Generative AI models by fine-tuning open-source foundations. This includes:
  - Fine-tuning the FLUX image generation model with LoRA to create specialized promotional content.
  - Deploying a fine-tuned Llama 2 model on a local server, creating an internal chatbot that increased team productivity by automating content generation. Worked on create a Smart Agent Dashboard, where we can leverage AI capabilities in Contact Center.
- Drove client solutioning by developing multiple high-impact Proofs of Concept (POCs) and technical demos, directly contributing to RFPs and business development efforts. Key projects include:
  - Architected a client-specific POC for a Learning Management System (LMS) using a RAG (Retrieval-Augmented Generation) framework to provide hyper-personalized content to users.
  - Built a Gaze Point detection system with Python and Media-Pipe to analyze UI/UX effectiveness by creating heatmap patterns of user attention.
  - Developed and delivered custom AI-powered demos leveraging Azure Open-AI Services to showcase capabilities in dynamic product description generation, context aware language translation automated meta-tagging, and persona-based marketing content.
  - Enhanced enterprise contact center capabilities by integrating new features into a client's Microsoft Bot Framework IVR solution and building corresponding Conversational Language Understanding (CLU) models in Azure.

#### Selected Project Experience

- IVR and Chatbot on Node.js and Microsoft Bot Framework.
  - Introduced 2 new feature in the existing Contact Center built on Microsoft Bot Framework using Node.js
  - Created a new CLU model in Azure Language Studio, by validating F1 Scores and Performance Matrix.
  - Integrated the new RESTful APIs of Service Now with respect to the new features and deployed in Azure App Services.
  - Written an In-House Python script to restore the data for Database from Logs when the Database was down for 5 days.

#### MINDTREE

WHITEFIELD, BANGALORE

#### Apprentice

Jan 2022-2023

- Working as a Content Partner for internal LMS by creating and curating 250 courses on data.
- Internal SME for GCP and drove 4 Certification sessions and multiple calendar sessions for upskilling the corporate employees.
- Introduced more than 40 courses in LMS on GenAI by curating them and creating the assessments for learning validation for the learners.
- Worked as Technical SME and Technical Co-Ordinator for Internal Hackathon as a learning behavior for internal associates.

EDUCATION QUALIFICATION

<b>BIRLA INSTITUTE OF TECHNOLOGY</b> <i>Work Integrated, Master Degree in Computer Science –Pursuing</i> Securing average of 8 CGPA	<b>Pilani</b> <b>2022-Present</b>
<b>VIJAYANAGARA SRIKRISHNADEVARAYA UNIVERSITY</b> <i>Bachelor of Computer Application, Major in Computer Science</i> Securing 8.82 CGPA	<b>Bellari, Karnataka</b> <b>2018-2021</b>
<b>PRE-UNIVERSITY EDUCATION</b> <i>Science in specialization on Computer Science</i> Securing 70.82%	<b>Hosapete, Karnataka</b> <b>2018-2021</b>
<b>KARNATAKA SECONDARY EDUCATION EXAMINATION BOARD</b> <i>Nivedita High School</i> Securing 78.56%	<b>Hosapete, Karnataka</b> <b>2016</b>

CERTIFICATIONS:

- Google Certified: Associate Cloud Engineer
- Google Certified: Professional Data Engineer
- Snowflake Certified: SnowPro Core
- Microsoft Azure: AI-900
- Microsoft Azure: AZ-900

SKILLS:

AI & Machine Learning

- LLM Frameworks: LangChain, CrewAI, LangGraph
- Generative AI: Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), Prompt Engineering, AI Agent Context Modeling/Protocol, AI Agents
- Model Specialization: LLM Fine-tuning, LoRA, Llama 2, FLUX (Image Generation), Media-Pipe
- Conversational AI: Microsoft Bot Framework, Azure CLU, Amazon Lex, Amazon Connect

Cloud Platforms & Services

- Microsoft Azure: Azure Open-AI Services, Azure Cognitive Services, Azure App Services
- Amazon Web Services (AWS): AWS Lex, Amazon Connect, AWS Lambda
- Google Cloud (GCP): Core Platform Services

Programming & Development

- Languages: Python, Node.js
- Dev Tools & CI/CD: Git, GitHub, Azure DevOps, REST APIs
- Databases: Azure SQL (and other relational/NoSQL databases)

OTHER INFORMATION:

- Hackathon Project - AI-Powered Educational Tool: Architected a solution for an internal EdTech hackathon to automate the grading of handwritten assignments. The system uses Optical Character Recognition (OCR) to digitize student work, Natural Language Processing (NLP) to analyze the content, and Generative AI to provide students with immediate, personalized feedback, targeted improvement suggestions, and custom-generated learning materials.
- Knowledge Sharing & Continuous Improvement: Deeply committed to both learning and teaching within the field of AI. I actively research the latest breakthroughs in LLM architectures and agentic frameworks (CrewAI, LangChain), and I am passionate about mentoring team members and sharing this knowledge to elevate the entire team's capabilities.