



Deepak Shakya

Technologist | AI & Machine Learning Expert
Delivering Performance and Innovation

Work Experience

Principal Software Engineer

Jan 2017 - present

Zalando SE - Berlin, Germany

- Utilising Large Language Models ChatGPT and LLaMa for Customer Service solutions
- Using Generative AI for customer care replies for chat responses, email content generation, managing FAQs
- Incorporating Intent Recognition to written contacts and process the request via Automation for high confidence intents
- Developed and launched a Chatbot for Customer Care, promoting self-service for Customers
- Defining strategies and architectures for Automation use cases to achieve Business Success KPIs
- Built an in-house Automation Framework to process Customer requests automatically, thereby increasing key business KPIs (Automation Rate, Contact Rate, CSAT, etc.)
- Working closely with Product Managers, and other Stakeholders to define Solutions and Projects
- Mentoring and supporting 3 different delivery teams (Salesforce, Machine Learning, Customer Facing Apps team)
- Technical Design documents for solutions being worked in the team
- Conducting Incident Post-mortem briefing within team
- Defining and implementing strategies to improve Operational KPIs of the applications
- Supporting and mentoring team members for successful, on-time and quality deliverables
- Development, Management and Maintenance of the largest Salesforce deployment in Europe which connects to over 60+ APIs within Zalando Systems
- On-Call support for technical issues outside of working hours
- Managing end-to-end application development and delivery using CI/CD pipeline

Senior Software Developer

Dec 2015 - Jan 2017

AdaptiveMobile - Hyderabad, India

- Worked on Policy Management application which manages various security policy filters for the telecom service provider traffic
- Bug fixes and enhancements for product release 6.1, 6.2 and 6.3
- Worked on microservice based solution for legacy policy management application which is to be replaced

About Me

Dedicated Technologist with proven track record of success in leading projects and driving innovation. Bringing extensive expertise in Java, Python, RDBMS, NoSQL, Git, AWS and more. Skilled in team collaboration, data analysis, and demonstrating strong leadership. Adept in managing projects and delivering performance of high quality. Aiming to continue driving technological advancements and delivering excellence in AI and machine learning

Contact

✉ justdpk@gmail.com

☎ +49 152 388 42951

📍 Berlin, Germany

🌐 [linkedin.com/in/deepak-shakya](https://www.linkedin.com/in/deepak-shakya)

Skills

- LLMs, Chatbot, Machine Learning, NLP
- Strategic Planning
- Team Leadership
- Stakeholder Management
- Java, Spring Boot, Python
- Postgres, MySQL, Redis, NoSQL, Hive
- AWS, Docker, Kubernetes

Education

Master of Computer Applications
Indira Gandhi National Open University
2009 - 2012

Bachelor of Computer Applications
Symbiosis International University
2006 - 2009

Language

English

Hindi

Senior Technical Associate
Sears India – Pune, India
Nov 2012 – Nov 2015

- Worked on various projects as part of Marketing and Pricing team. Involvement required collection, aggregation and analysis of various data points/data sources available within the Dynamic Pricing systems.
- Created and worked on various Dashboards which shows various data points for better business understanding. Technologies used – Java/J2EE, Spring, Hibernate, MySQL, Shell Scripts
- Developing various Pig Latin and Hive scripts to aggregate data/generate reports.
- Developing various shell scripts which predominantly acted as wrapper scripts for Pig Latin.
- Interaction with varied database like MySQL, MongoDB, Hbase, DB2.
- Led a small sized team from offshore

Software Engineer
Magna Infotech – Pune, India
Sep 2011 – Nov 2012

- Worked at the client location, Sears India, Pune. Work involved
 - Managing a 200 node Condor cluster.
 - Managing and configuring a 12 Node PROD Hadoop cluster.
 - Development of Pig Latin scripts and Hive scripts for data aggregation/generate reports.
 - Worked on Java/J2EE + Spring + Hibernate based application.

Associate Software Engineer
iGate-Patni (now Capgemini) – Chennai, India
Oct 2009 – Aug 2011

- Worked on Sun Identity Manager(now Oracle) or IdM. Work involved
 - Creation of workflows for application/resource provisioning.
 - Worked on the module which allows review of access of a user by his existing/previous manager who has undergone a Job Change/Transfer.
 - Interaction with the client on regular basis.
 - Created a testing framework with Webtest Canoo to automate the testing process for Workflow creation/update

Software Developer
Sparken IT Solutions Pvt. Ltd. – Pune, India
May 2009 – Sep 2009

Worked as the senior developer for the educational ERP. Prepared the requirement document for the student admission module and the initial website layout for the ERP. Later on, developed the first release of the ERP which included feature of student registration and profiling.

Team Member
SDRC, SICSR – Pune, India
Oct 2006 – Dec 2008

Working here at the various internal project of the college and initiatives by the students.