Divya Nayan

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Professional Summary

Experienced AI/ML Engineer with 1.5+ years of experience developing machine learning models, forecasting systems, and conversational AI solutions. Skilled in implementing deep learning algorithms, building scalable AI applications, and optimizing business processes through data-driven insights.

Experience

Win Information Technology Pvt Ltd — December 2024 – Present
AI/ML Engineer — *Hyderabad, Telangana*

- Developed FMCG demand forecasting models using LightGBM, Prophet, ARIMA, and SARIMA algorithms on 5 years of sales data for Middle Eastern client, achieving 15% improvement in forecast accuracy and reducing inventory costs
- Built Sales Supervisor Agent using reinforcement learning algorithms (DDQN, PPO, Actor-Critic) and implemented Mixed Integer Programming (MIP) for inventory optimization with Multi-Armed Bandit (MAB) algorithms for real-time decision making, enhancing operational efficiency by 27%
- Fine-tuned LLaMA 3.2 model by creating 10,000+ synthetic data samples from limited source data and deployed custom conversational AI agent integrated with ElevenLabs ecosystem, Twilio API for voice interface, and Ngrok for secure deployment

Growth Loops Technology — July 2024 – October 2024
AI/ML Engineer — *Kolkata, West Bengal*

- Designed multi-agent chatbot systems using LangGraph framework for US-based client, reducing query resolution time by 20% and minimizing manual intervention requirements
- Implemented Retrieval-Augmented Generation (RAG) workflows with LangChain and Pinecone vector database to enhance document retrieval accuracy and response consistency
- Integrated multiple AI APIs (OpenAI, LLaMA, Groq) to build scalable LLM-powered applications, successfully processing 5,000+ queries monthly across production environments

CodSoft — September 2023 – October 2023
Data Science Intern — *Kolkata, West Bengal*

- Executed machine learning projects involving regression and classification tasks using Linear Regression, Logistic Regression, Decision Trees, and K-Means Clustering
- Developed predictive models for customer churn prediction and sentiment analysis using real-world datasets, focusing on model optimization and performance evaluation
- Applied data preprocessing, feature engineering, and model training techniques using Scikit-learn, NLTK, and PyTorch frameworks

Education

RGPV University — August 2015 – June 2019
Bachelor of Engineering in Computer Science and Engineering | GPA: 7.53/10 — *Bhopal, Madhya Pradesh*

Technical Skills

Programming Languages: Python, SQL
Machine Learning & Deep Learning: LightGBM, Prophet, ARIMA, SARIMA, DDQN, PPO, Actor-Critic, Mixed Integer Programming, Multi-Armed Bandit, Scikit-learn, PyTorch, NLTK
AI & LLM Frameworks: LangChain, LangGraph, CrewAI, OpenAI Gym, RAG, LLaMA, ElevenLabs
Development & Database Tools: GitHub, MySQL, Pinecone, MLFlow, Docker
Cloud & API Integration: AWS, OpenAI API, Groq API, LLaMA API Integration

Certifications and Achievements

Professional Certifications: IBM Data Science Professional Certificate, Google Advanced Data Analytics Certificate
Technical Assessment: TCS NQT 2023 (Score: 1609/1800 - 89.4%)