Muhammed Fahim

Maniyur, Kozhikode, Kerala, India, 673015
Email: fahimunais57@gmail.com
Phone: +91 85477 64880
LinkedIn

AI Engineer & ML Specialist

Professional Summary

AI enthusiast with hands-on experience in conversational AI, NLP, and telephony systems. Specialized in designing AI-powered voicebots using RASA and integrating them with telephony backends. Strong foundation in LLMs, RAG, and Agentic AI systems. Passionate about deploying scalable AI architectures for real-world business problems.

Skills

- AI Voicebots
- RASA NLP
- Asterisk & Telephony
- Large Language Models (LLMs)
- Retrieval-Augmented Generation (RAG) Systems
- Agentic AI
- Python
- Open Source Tech (Ollama, Hugging Face, etc.)

Education

B.Tech in Information Technology, 2019–2023
College of Engineering Thalassery
Focus: AI/ML, Data Structures & Algorithms, NLP, Computer Networks, DBMS, Web Development
Participated in technical workshops and hackathons

Professional Experience

AI/ML Engineer, astTECS Communications Pvt Ltd
April 2024 – Present
- Developed advanced AI voicebots and voice agents integrated with telephony systems using Asterisk
- Implemented LLM-powered solutions for customer support automation
- Built RAG pipelines to enhance information access
- Prototyped Agentic AI solutions for proactive customer engagement
- Collaborated on end-to-end deployment of AI systems in production
- Tech: AI Voicebots, RASA, LLMs, RAG, Agentic AI, Asterisk, LiveKit, PipeCat, Alexa Skills

Projects

Intelligent Voice Agent

- Sophisticated AI-powered voicebot leveraging open-source technologies for natural, context-aware telephone conversations
- Integrated with Asterisk telephony, using STT and TTS for seamless voice interactions
- Custom flow management for dynamic, personalized conversations
- Achieved 87% successful resolution rate and reduced call handling time by 45%
- Tech: RASA, Asterisk, LLMs, Python, TTS, STT, Custom Framework

Enterprise RAG System
- Knowledge management solution combining LLMs with enterprise-specific information retrieval
- Automated document ingestion, semantic chunking, and hybrid search (vector + keyword)
- Reduced information retrieval time by 85% and improved answer accuracy to 94%
- Tech: LangChain, Vector DB, LLMs, FastAPI, Embeddings, Semantic Search

Autonomous AI Agent
- Multi-agent system capable of reasoning, planning, and executing complex tasks with minimal human intervention
- Specialized agents (Planner, Research, Execution, Critic) collaborate to solve problems
- Reduced human intervention in workflows by 78% and achieved 92% accuracy in complex tasks
- Tech: LLM Chains, ReAct, Tool Use, Python, LangChain, Multi-Agent Systems

References

Available upon request.