

EDUCATION

Parul University, India

Bachelors in Machine Learning

November 2024

SKILLS

Programming Languages:- Python (Advanced Proficiency), FastAPI, Falsk, Integrating APIs into Backend

Cloud Platforms and Deployment:- Azure, AWS (deployment monitoring, optimization) | containerization: Docker

AI Agents:- AutoGen, LangChain, **Agency Swarm Framework**, LangGraph with **state management**

Database: MySQL, NoSQL, Vector Database, and **Azure Embedding Techniques**

Core Competencies: Strong Communication Skills (**team collaboration**), creative problem-solving and analytical thinking, and Passion for learning and staying updated.

PROJECT EXPERIENCE

AI-INTERVIEW MODULE

DEC 2024 – PRESENT

Objective: Streamlined candidate screening by developing an AI-driven system to analyze resumes, and job descriptions, and generate interview questions.

- **Tech Stack:-** OpenAI GPT, CrewAI, Python APIs, Azure (AKS, Azure Monitor).
- **Actions:-** Integrated OpenAI and CrewAI agents to parse resumes/JDs and generate role-specific questions.
- Built Python backend APIs for **real-time interaction** between AI models and user interfaces.
- **Deployed on Azure** with Kubernetes for scalability and Azure Monitor for performance tracking.
- **Results:-** Reduced manual screening time by 46% with **90% question accuracy**.
- Handled **500+ screenings** with 99.8% uptime during peak cycles.

AI CUSTOMER SUPPORT AGENT FOR E-COMMERCE

Situation: High-volume customer queries overwhelmed a retail client’s support team, leading to delayed responses.

Task: Build an AI agent to autonomously resolve common inquiries and escalate complex issues to human agents.

Actions:

- Designed an **AI agent** using **OpenAI’s GPT-4** and custom tools (e.g., **Order Tracking Tool**, Return Policy Analyzer).
- Integrated with the client’s database via **Python APIs** to fetch real-time order data.
- Created a **feedback loop tool** to refine responses based on customer satisfaction ratings.

Results:

- Reduced average response time from 24 hours to **5 minutes**.
 - Deflected **70% of routine queries** from human agents.
 - Achieved **95% customer satisfaction** for resolved cases.
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CERTIFICATIONS

1. **Microsoft Certified:** Azure AI Engineer Associate
 2. **Python** Certification in Udemy
 3. **CrewAi** certification in **DeepLearning.AI**
 4. **Storytelling** and communication skills in think school
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FAVORITE BOOKS

1. The Art Of Closing The Sale
2. 48-Laws of Power
3. Hard Things About Hard Things
4. Atomic Habits