

# VIVEK SHRAVAN GUPTA

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**AI/ML-focused Software Engineer** with hands-on experience in **human-in-the-loop AI systems**, **LLM evaluation**, and applied machine learning. Experienced in improving model quality through structured prompt design, expert review, error analysis, and benchmarking. Strong background in ML-driven data platforms, scalable pipelines, and cloud-based systems.

## WORK EXPERIENCE

**AI Trainer – AI Systems Evaluation | Handshake AI** – Chicago, USA (Remote) Sep 2025 – Present

- Developed and evaluated domain-specific prompts to assess model performance, reasoning ability, and consistency of **large language models (LLMs)** in a human-in-the-loop evaluation setting.
- Analyzed LLM outputs for accuracy, clarity, logical structure, and depth, identifying gaps and patterns to support systematic **model evaluation**.
- Provided expert reviews and structured feedback to improve AI understanding of complex concepts and nuanced queries.
- Conducted independent research and background analysis to support prompt design, evaluation criteria, and benchmarking workflows.
- Supported iterative model improvement workflows by tracking evaluation outcomes and feedback trends across experiments.

**Research Assistant | DePaul University** – Chicago, USA Feb 2024 – Jun 2025

- Designed and built a platform enabling researchers to work efficiently with TB-scale data and **machine learning models**, significantly accelerating data analysis.
- Improved data processing speed by 52% using ML techniques including clustering, regression, and dimensionality reduction.
- Led development of a **CI/CD pipeline** using Django and Python (Pandas, NumPy, Scikit-learn) to clean, organize, and manage large datasets.
- Collaborated with data scientists and engineers to deliver scalable machine learning solutions for academic and industry use cases.

**Full Stack Developer | Laxmi Print-o-Pack** – Mumbai, India Dec 2021 – May 2022

- Worked as a **full-stack** developer for multiple clients, building and testing Web Applications using React.js, **Node.js**, Express.js, and MongoDB. Helped speed up development by 34% and improved overall performance.
- Created responsive and user-friendly interfaces with **React.js** and **Tailwind CSS**, making sure websites work smoothly on desktop, tablet, and mobile. This led to a 28% increase in user engagement.

## PROJECTS

**AI-Based Customer Support Chatbot** Jan 2020 – Aug 2020

- Developed an **AI-powered chatbot** using Google Cloud NLP, **TensorFlow**, and **NLP** techniques, reducing customer service response time by 40% and improving customer satisfaction. Integrated with Django and React.js for dynamic **real-time interaction**.
- Configured backend on AWS-compatible architecture, utilizing MongoDB for storing interactions and implemented Socket.io for seamless real-time chat, handling over 1,000 requests daily.

**Jeevandaan - Organ Donation System** Jan 2021 – May 2021

- Built a secure organ donation platform using **Django**, **Python**, and **PostgreSQL**, improving user authentication efficiency by 30%. Integrated React.js for a dynamic front-end that reduced user registration time by 20%.
- Developed **RESTful APIs** for seamless data exchange, ensuring 99.9% uptime and scalability, using **OAuth 2.0** for secure access to sensitive data.

**Destiny - Campus Virtual Tour and Navigation** Jul 2022 – May 2023

- Led development of a **Unity3D**-based immersive campus tour using **Android SDK**, ARCore, and GPS, enhancing navigation by 30% through real-time geo-location features. Configured system's cloud-readiness using GCP & AWS.
- Designed front-end with C#, Java and Kotlin for responsive, cross-platform support using JavaScript and SQL for backend.

## TECHNICAL SKILLS

**Programming Languages:** Java, Python, JavaScript, C, C++, C#, R, Swift, Kotlin.

**Web Technologies:** HTML, CSS, PHP, JavaScript, React.js, Vue.js, Tailwind, Bootstrap, jQuery, AJAX.

**Frameworks:** Django, Flask, Node.js, React.js, Unity3D, AR Core, .NET, Android SDK, iOS SDK.

**Databases:** SQL, MySQL, PostgreSQL, MongoDB, SQLite, Oracle.

**Cloud Technologies:** Chameleon Cloud, AWS, Google Cloud Platform, Microsoft Azure.

**AI / ML Concepts:** Model Evaluation, Human-in-the-Loop Systems, Prompt Engineering, Experimentation & Benchmarking, Error Analysis, Data Validation, ML Pipelines.

## EDUCATION

**DePaul University – Chicago, IL**

- Master of Science in Computer Science (**CGPA: 3.95/4**) Sep 2023 – Jun 2025

**University Of Mumbai – Mumbai, IN**

- Bachelor of Engineering in Computer Engineering (**CGPA: 9.43/10**) Jun 2020 – May 2023