



# AI Application Engineer

Santa Clara, CA

AI Labs – Data Science / Full Time / Hybrid

Ushur is transforming the way enterprises communicate and engage with customers. Fueled by consumer's self-service demands, enterprises are modernizing customer engagement and experience models. Ushur is fast becoming the platform of choice for Customer Experience Automation™, enabling these enterprises to leapfrog their digital native counterparts and deliver delightful customer and employee experiences. With cutting-edge Conversational AI, Machine Learning and Intelligent Process Automation technologies, Ushur has enabled Fortune 100 enterprises including some of the world's most well known brands in healthcare, insurance, banking and financial services sectors to automate their customer engagement. Cloud-native, 100% no-code and purely workflow-driven, Ushur empowers citizen developers within business operations teams to build AI-powered, fully-automated and omni-channel experience to digitally transform customer journeys end-to-end.

Ushur is seeking an AI Application Engineer to join a high-impact team to build our AI-powered language intelligence, conversational automation and document intelligence stacks. We are looking for a hands-on, technically strong engineer who develops ML applications, works with our existing AI/ML stack and also interfaces with our customers on a regular basis. **This role requires frequent interactions with customers and prior experience directly working with customers on a regular basis is a must-have for this profile.**

## Responsibilities

- Design, develop and support AI/ML powered solutions for enterprises based on the Ushur's ExperienceOS micro-engagement Platform
- Work closely with the Ushur AI Lab team to design and implement LLM-powered, multi-skilled AI agents around intelligent document processing and conversational AI applications
- Collaborate with the team of talented engineers involved in various disciplines around the product including Architects, Developers, Testers and Machine Learning Engineers
- As part of this role, your responsibilities will include client interaction to identify high-level requirements and translate them into detailed solutions. You will leverage various ML models and agents within Ushur LLM stack to deliver compelling digital experiences
- Work with DevOps, QA and other teams to deliver programs successfully.
- Support technical enablement sessions to educate our customers/Solution Consultants about the various AI capabilities within the Ushur platform.

## Requirements

- Bachelor's/Master's degree in Computer Science, Statistics or related technical field.
- 2+ years of experience in Natural Language Processing (NLP) domain
- 2+ years of experience in directly working with customers, interfacing with customers on a regular basis and being willing to lead conversations with customers
- Strong programming skills in Python or Java and experience with contemporary ML frameworks (Pytorch, Tensorflow)
- Must have worked with LLMs, Prompt engineering, prompt tuning and have ability to work with LLMs on a daily basis to solve customer's problems.
- Excellent verbal and written communication skills

## Nice-to-haves

- M.S in Applied Math/Computer Science or other Data science related disciplines
- Prior experience with training customers on the features developed by the team

\$120,000 - \$180,000 a year

The pay range for this position is \$120,000-\$180,000 plus bonus and equity. However, base pay offered may vary depending on skills, experience, job-related knowledge and location.

### **Benefits**

Great Company Culture. We pride ourselves on having a values-based culture that is welcoming, intentional, and respectful.

Bring your whole self to work. We are focused on building a diverse culture, with innovative ideas where you and your ideas are valued. We are a start-up and know that every person has a significant impact!

Rest and Relaxation. Unlimited PTO, wellness days, paid holidays, and more!


Health Benefits. Comprehensive health, dental, and vision. We offer a variety of plans to meet the needs of you and your loved ones.

We care about your Future. Access to 401(k) so you can contribute and generous stock options.

Keep learning. One of our core values is Growth Mindset - we believe in lifelong learning. Whether you are a previous student, or currently enrolled in higher education, we can help cover some of those expenses and support your ongoing development and career growth.

Flexible Work. In-office, work-from-home, or hybrid, depending on position and location. We seek to create an environment for all of our employees where they can thrive in both their professional and personal lives.

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