

# Ankit

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## SUMMARY

Hands-on experience building **production-ready ML and GenAI systems**, including **LLM-powered applications, RAG pipelines, and real-time inference services**. Strong proficiency in **Python, FastAPI, embeddings, vector search, and data pipelines**. Backed by a **solid mathematical and statistical foundation**, with experience delivering **scalable, business-impacting AI solutions**.

## EDUCATION

### Masters of Operational Research, University of Delhi

CGPA: 8.15 | 2022–2024

Relevant Coursework: Python, Statistics, Econometric Modelling and Forecasting

### Bachelor of Mathematical Science, University of Delhi

CGPA: 9.47 | 2019–2022

Relevant Coursework: Algorithms and Data Structures, Database Management System, Operating Systems

## WORK EXPERIENCE

### Business Analyst, EXL

Apr 2025 – Present

Gurugram, Haryana

- **Help Forum Insights Chatbot (RAG-based):** Built a conversational AI chatbot to analyze large-scale help forum data, improving visibility into customer pain points by **80%**. Implemented automated pipelines for scraping and preprocessing data to enable continuously updated insights via an interactive interface.

*Technologies: Python, LLMs, RAG, Embeddings, Vector Search, FastAPI*

- **Automated Weekly Product Performance Insights (LLM-based):** Built a focused product performance dashboard and an LLM-powered pipeline to replicate a previously manual, human-written weekly summary, reducing reporting effort from **4 hours to 30 minutes** and enabling faster stakeholder decision-making.

*Technologies: Python, LLMs, Prompt Engineering, Dashboards, Data Pipelines*

- **Broadband Customer Upsell Recommendation:** Developed a machine learning-based upsell recommendation system using customer behavior features, achieving **85% accuracy**. Automated data ingestion and deployed real-time predictions via FastAPI to support targeted marketing campaigns.

*Technologies: Python, Random Forest, Feature Engineering, GCP, FastAPI*

### Data Analyst Intern, Galytix Analytics Pvt Ltd

Sep 2024 – Feb 2025

Gurugram, Haryana

- **Document Data Extraction & Validation Platform:** Developed an automated pipeline to extract data from unstructured PDFs, transform it into structured formats, and generate validation logs, reducing manual effort by **80%** and improving processing speed by **60%**.

*Technologies: Python, PDF Parsing, ETL, Data Validation*

- **Process Automation & Optimization:** Automated repetitive data workflows, reducing execution time from **2 hours to under 1 minute** and saving **100+ hours/month**. Improved data accuracy to **98%** through validation and error-handling mechanisms.

*Technologies: Python, Automation, Data Quality, Logging*

## PROJECTS

- **Custom Decoder-Only Language Model:** Implemented a GPT-style decoder-only Transformer from scratch, including multi-head self-attention, positional encoding, and layer normalization, to understand end-to-end large language model architecture. Built a training and inference pipeline with tokenization and text generation for contextual question answering.

*Technologies: Python, Transformers, Self-Attention, Tokenization, Deep Learning*

## TECHNICAL SKILLS

**Languages & Tools:** Python, SQL, PySpark, Git

**Machine Learning:** Sklearn, Classification, Regression, Time Series

**GenAI / NLP:** Transformers, HuggingFace, RAG, Agentic AI, LangGraph, FastAPI, MCP

**Visualization:** Streamlit, Gradio, PowerBI