

# NAGA SRI RAM KOCHETTI

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## PROFILE SUMMARY

Insight-driven analyst specialising in **AI experience evaluation**, conversational analytics, and customer journey improvement. Skilled in analysing transcripts, intents, sentiment, and generative **AI outputs** to uncover behavioural patterns and recommend **actionable service-design improvements**. Experienced partnering with operations, product, analytics, and design teams to turn data into narratives, dashboards, and **human-centred CX** enhancements. Passionate about using AI ethically and responsibly to improve customer and advisor experiences.

Strengths: **AI Evaluation, NLP Insights, Data Storytelling, Customer Behaviour Analysis, CX Optimisation, Dashboarding, Cross-Team Collaboration**

## SOCIAL LINKS

[LinkedIn](#) , [GitHub](#), [Portfolio](#)

## TECHNICAL EXPERTISE

<b>Programming &amp; Data Processing:</b>	Python, Scikit-learn, PyTorch, LLMs, RAG pipelines, Embeddings, Prompt Engineering, Agent Orchestration, Memory Management, NLP, Deep Learning
<b>GenAI &amp; Libraries:</b>	LangChain, LangGraph, Semantic Kernel, HuggingFace Transformers, OpenAI API, Vertex AI
<b>Cloud &amp; MLOps:</b>	Azure ML, Azure Functions, Azure OpenAI, Azure Data Lake, AWS Lambda, GCP BigQuery, Docker, Kubernetes, MLflow, CI/CD (GitHub Actions, Azure DevOps), Terraform, Bicep, API Gateways
<b>AI Experience Evaluation:</b>	LLM output assessment, tone & accuracy reviews, bias detection, feedback loops, model performance monitoring
<b>CX Analytics:</b>	Transcript review, intent mapping, topic clustering, sentiment analysis, behavioural insight generation
<b>Visualisation &amp; Communication:</b>	Power BI, Tableau, Heatmaps, Insight storytelling, stakeholder engagement, CX reporting, qualitative + quantitative synthesis
<b>Soft Skills:</b>	Cross-team communication, Ownership & grit, Problem-solving, Pair programming, Stakeholder engagement, Adaptability

## PROFESSIONAL EXPERIENCE

<b>Data Specialist, Department for Work and Pensions (DWP)</b>	Oct 2024 – Present
<ul style="list-style-type: none"><li>Developed automation pipelines in <b>Python + SQL</b> improving reporting by 20%</li><li>Integrated policy systems with <b>analytical dashboards</b> to support decision-making</li><li>Modernised legacy analytical scripts into scalable cloud pipelines integrating SQL, Azure, REST APIs.</li><li>Collaborated with policy, data engineering, and analytics teams to embed AI into internal systems</li></ul>	
<b>Tech:</b> Python, FastAPI, Azure OpenAI, Docker, CI/CD	
<b>Generative AI Specialist (Freelance), Pareto.AI</b>	
<ul style="list-style-type: none"><li>Developed <b>LLM-based RAG APIs</b> for enterprise intelligence and operational automation</li><li>Integrated secure vector search with document QA and access-control layers</li><li>Built real-time inference endpoints on <b>AWS using FastAPI &amp; Docker</b></li><li>Implemented multi-tenant access control, JWT authentication, and audit logs for sensitive AI applications</li><li><b>Tech Stack:</b> FastAPI, Docker, LangChain, FAISS, pgvector, AWS (Lambda/EC2), Azure, CI/CD, Python, React, Node.js</li></ul>	
<b>ML consultant , Mars Inno India</b>	Mar 2020 – Mar 2022
<ul style="list-style-type: none"><li>Engineered data-driven automation pipelines for agriculture and supply chain</li><li>Designed <b>predictive services + dashboards</b> supporting critical planning</li><li>Enhanced legacy ETL codebase to modern modular architecture</li></ul>	
<b>Tech:</b> Python, Scikit-learn, PostgreSQL, Flask, AWS, Tableau, ETL Pipelines	

## EDUCATION

<b>MSc Big Data &amp; High-Performance Computing</b>	Sept 2022 – Jul 2024
University of Liverpool	
Dissertation: Digital Twin Simulation for Autonomous Driving Safety using Reinforcement Learning · Developed reinforcement-based digital twin simulations for decision-making under uncertainty; methodology transferable to adaptive learning pathways in EdTech systems. <b>Grade: 2:1</b>	
<b>B.Tech Computer Science &amp; Engineering</b>	Jan 2018 – Jan 2022
Gayatri Vidya Parishad College of Engineering	
Graduated with First Class, Core modules: Data Structures, Algorithms, AI/ML, Databases, Operating Systems. <b>GPA: 7.1</b>	
<b>Post Graduate Program in Generative AI and ML</b>	Jun 2025 – Dec 2025
Edureka.co	
Instructor-led, 6-month professional program covering <b>Applied Machine Learning, Deep Learning, NLP, Generative AI, LLM-powered Application Development, and Autonomous AI Systems</b> . Focused on building end-to-end AI solutions through hands-on projects in <b>Python, PyTorch, and LangChain</b> , culminating in a <b>Capstone project on Generative AI application deployment</b> .	

## CERTIFICATIONS

- Azure Enterprise Data Analyst
- AWS Data Specialty**
- IBM Applied AI**
- ITIL Foundation

## PROJECTS

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### AI-Powered Supply-Chain Quotation Optimizer — Automated HVAC Estimation Engine

- Designed an AI system to generate service and project quotes based on real-time supplier data and historical defect records.
  - Embedded multi-criteria decision algorithms for dynamic cost/time estimation and supplier selection.
  - Integrated real-time analytics dashboard and API-based automation for quotation turnaround from **days to minutes**.
- Tech:** Python, Scikit-learn, FastAPI, Azure Functions, OpenAI API  
**Highlight:** ML-driven decision support, supply-chain optimization, real-time automation

### Conversational AI Quality & Sentiment Evaluation Pipeline

- Developed a framework to assess LLM-generated responses for accuracy, empathy, tone, hallucination, and contextual fit.
  - Relevance: Directly aligned to Sky's AI output evaluation and continuous improvement workflows.
- Tech:** Python, OpenAI, HuggingFace, Pandas, Power BI.

### AI Stock Research Agent — Autonomous Market Intelligence System

- AI Agent performing autonomous data ingestion, event triggers & briefing generation
  - Continuous monitoring of financial tickers + news streams + market signals
  - Hybrid sentiment + TF-IDF + embedding relevance scoring system
  - Vector memory via **pgvector**, structured logging, CI/CD, **Dockerised microservices**
  - Interactive intelligence dashboard & report viewer
- Tech:** FastAPI, Supabase (**pgvector**), Python, Docker, CI/CD  
**Highlight:** Agentic pipeline, live data ingestion, retrieval scoring, self-correcting loop

### Reinforcement Learning for Autonomous Vehicle Safety — MSc Dissertation Project

- Engineered **Deep Dense Reinforcement Learning (D2RL)** model for stability and safety validation in driving environments.
  - Simulated multi-agent behavior using OpenAI Gym and custom geometric reward propagation.
  - Evaluated control-policy convergence, reliability, and interpretability metrics.
- Tech:** PyTorch, OpenAI Gym, NumPy, Matplotlib  
**Highlight:** Advanced RL, control-policy stability, research-grade experimentation

### GenerativeTaxBot — Legal-Style RAG Assistant

- LLM-based structured reasoning for legal/financial queries
  - Document chunking + embedding search + context retrieval
  - Precision-focused RAG controller with prompt-guardrails
  - Deployed via secure API with JWT & audit logging
- Tech:** LangChain, FastAPI, FAISS, HuggingFace, PyTorch  
**Highlight:** Demonstrates RAG, LLM safety layers, explainability, secure legal AI

### Reliant Windows ERP/CRM AI Prototype — Intelligent Quotation & Sales System

- Developed AI engine predicting lead conversion probability and summarizing CRM conversations using LLMs.
  - Automated pricing and quote generation using historic deal and cost data.
  - Delivered Power BI dashboards visualizing pipeline performance and AI-predicted outcomes.
- Tech:** FastAPI, Azure Data Lake, Power BI, LangChain  
**Highlight:** Business process automation, predictive analytics, LLM integration for CRM

## ACHIEVEMENTS

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- Recognised by **Ministry of Education (India)** for AI Innovation
- **GitHub Arctic Code Vault Contributor**
- Runner-up, *Young Indian Challenge – Sustainable Innovation*
- Published MSc research on **AI/ML pipelines**

## INTEREST AND AVAILABILITY

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- Experience working with structured & unstructured data (text, transcripts, audio)
- Strong interest in **human-centred AI, voice-of-customer insight** & conversational design
- Eligible for BPSS and criminal record clearance
- Enthusiastic about **ethical AI, customer empathy, and continuous CX improvement**
- Strong GitHub portfolio demonstrating **production-grade AI engineering**