

NAGA SRI RAM KOCHETTI

London, England, SE7 8SU, United Kingdom | nagasriramkochetti@gmail.com | [+44 7442242866](tel:+447442242866)

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

Programming & Data Processing:	Python, Scikit-learn, PyTorch, LLMs, RAG pipelines, Embeddings, Prompt Engineering, Agent Orchestration, Memory Management, NLP, Deep Learning
GenAI & Libraries:	LangChain, LangGraph, Semantic Kernel, HuggingFace Transformers, OpenAI API, Vertex AI
Cloud & MLOps:	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
AI Experience Evaluation:	LLM output assessment, tone & accuracy reviews, bias detection, feedback loops, model performance monitoring
CX Analytics:	Transcript review, intent mapping, topic clustering, sentiment analysis, behavioural insight generation
Visualisation & Communication:	Power BI, Tableau, Heatmaps, Insight storytelling, stakeholder engagement, CX reporting, qualitative + quantitative synthesis
Soft Skills:	Cross-team communication, Ownership & grit, Problem-solving, Pair programming, Stakeholder engagement, Adaptability

PROFESSIONAL EXPERIENCE

Data Specialist, Department for Work and Pensions (DWP) Oct 2024 – Present

- Developed automation pipelines in **Python + SQL** improving reporting by **20%**
- Integrated policy systems with **analytical dashboards** to support decision-making
- Modernised legacy analytical scripts into scalable cloud pipelines integrating **SQL, Azure, REST APIs**.
- Collaborated with policy, data engineering, and analytics teams to embed AI into internal systems

Tech: Python, FastAPI, Azure OpenAI, Docker, CI/CD

Generative AI Specialist (Freelance), Pareto.AI Jun 2025 – Oct 2025

- Developed **LLM-based RAG APIs** for enterprise intelligence and operational automation
- Integrated secure vector search with document QA and access-control layers
- Built real-time inference endpoints on **AWS using FastAPI & Docker**
- Implemented multi-tenant access control, JWT authentication, and audit logs for sensitive AI applications
- Tech Stack:** FastAPI, Docker, LangChain, FAISS, pgvector, AWS (Lambda/EC2), Azure, CI/CD, Python, React, Node.js

ML consultant , Mars Inno India Mar 2020 – Mar 2022

- Engineered data-driven automation pipelines for agriculture and supply chain
- Designed **predictive** services + **dashboards** supporting critical planning
- Enhanced legacy ETL codebase to modern modular architecture

Tech: Python, Scikit-learn, PostgreSQL, Flask, AWS, Tableau, ETL Pipelines

EDUCATION

MSc Big Data & High-Performance Computing 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. **Grade: 2:1**

B.Tech Computer Science & Engineering Jan 2018 – Jan 2022

Gayatri Vidya Parishad College of Engineering

Graduated with First Class, Core modules: Data Structures, Algorithms, AI/ML, Databases, Operating Systems. **GPA: 7.1**

Post Graduate Program in Generative AI and ML Jun 2025 – Dec 2025

Edureka.co

Instructor-led, 6-month professional program covering **Applied Machine Learning, Deep Learning, NLP, Generative AI, LLM-powered Application Development, and Autonomous AI Systems**. Focused on building end-to-end AI solutions through hands-on projects in **Python, PyTorch, and LangChain**, culminating in a **Capstone project on Generative AI application deployment**.

CERTIFICATIONS

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

PROJECTS

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

ACHIVEMENTS

- 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

- 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**