




NEHIL MISTRY

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Skills & Summary

- 10 years of hands on experience in analyzing, managing, developing and delivering AI-GenAI products, enterprise applications & portals
- Working with developers & business for end to end product delivery | Resolution of technical conflict and business challenges
- NLP | LLM | Computer Vision | Full-Stack | Product & Project management | AWS | DB – PostgreSQL/MySQL/MongoDB | Communication & Connect with business and Tech management leaders | Data Analysis

Experience

Senior Technical Product Manager (AI)

HDFC Life Insurance

Mumbai 03/2020 - Current

- **ML** (Email Bot)– Implemented enterprise email automation bot using ML (Binary Classifier, XGBoost and Random Forest) models to identify intent and process ~1M emails per year. Email Bot helped autoreplying ~30% and routing of priority email to queues resulting in faster customer query resolution - within business TAT, reduction in complaints and saving of revenue for agent resource.
- **NLP** (Chatbot)– Designed, integrated & implemented NLP (BERT, TF-IDF, Word2Vec) based bot for policy servicing and integrated with multiple touchpoints. Lead the team of developers and connected with business to serve more than ~10M queries year with VOC ~85%.
- **GenAI** (Summarization, Email QC & Composing, VOC analysis)– Lead team of developers to summarize customer email, chat and call in brief for quick customer query resolution. For Email QC - Analyze quality of agent response and suggested business on area of improvement/Incorrect marking and force closed resolution. Composing emails for agents using GenAI (Developed in-house using OS LLMs). Customer feedback on multiple channels with identified in various classes and bucketed for improvement in VOC score across multiple touchpoints like customer portal, email, call center & bots.
- **Computer vision** – Worked with computer vision & business team to implement issuance of life certificate through online portal (Retina Eye, face spoofing, Full Stack). Liveliness detection, document classification and real time issuance of life certificate done with almost no down time. Assisted journey for agents developed using same tech stack and offline KYC for other channels.
- **Speech** – Used whisper model for transcript and diarization for call analysis, integrated with NLP for intent identification.
- **Full stack** – Implemented and worked closely with full stack developer for Virtual branch & VOC portal (node js, Python, PostgreSQL).
- **Misc.** – Benchmarking of data on retraining & implementation of new models. Closely connecting with business to understand in-depth requirement, creating flow charts, resolving various technical problems and business challenges. Worked with security, risk and network team for deployment of various applications in production. Regular data analysis through querying data from DB and logs monitoring.

Technical Product Manager (AI)

Aditya Birla Sunlife Insurance

Mumbai 01/2019 - 02/2020

- **NLP** (Chatbot for customers & agents)- Implemented enterprise conversational bot for sales and policy servicing while closely working with various teams like operations, claims, sales, engineering & marketing. Integrated various APIs for replying policy specific queries.
- **Data**- Worked with data lake team to analyze on the impacted systems, parsing and encryption of data on AWS cloud
- Aggregating various vendors on the buying journey of ABSLI policies through various portals like Policy Bazaar, Antworks and Justdial
- Marketing campaign of gamification of website – Protection Quotient to buy policy basis of customer inputs. Portal was a game developed using NodeJS, HTML, WebGL where customer lead was generated and pitched.

Software Developer

Zee Entertainment Ltd

Mumbai 12/2016 - 12/2018

- **Full Stack**- Designed, developed and implemented livingfooz portal using PHP, jQuery, Phalcon, AngularJS, Nginx, MongoDB, AWS, Bitbucket, Microservices, Elasticsearch (Used for caching of search). Application developed using Microservice architecture and completely hosted on Zee cloud network. Worked with various developers for migration of DB data, test and debug bugs.
- **Full Stack**- Developed GORB food ordering online application using MEAN stack, primary role was to migrate data from one DB to other. Development of various APIs. Creation of queries and implementing in OOPS PHP framework.

Software Engineer

Social Noise & Thought R&D

Mumbai 01/2014 - 11/2016

- **CJVP**: Developed mobile application using Cordova and backend using PHP codeignitor, MySQL, MVC architecture. Mobile app was used by various investors to see portfolio, add payment using payment gateway and fund allocation.
- **Impalz**: Mobile application developed for social media marketing where clients can manage and approve social media posting. Client can also share post across multiple social media through the application and Integration of facebook and twitter.

Education

Bachelor in Computer Engineering

North Maharashtra University

Maharashtra 08/2009 - 10/2013

Junior College and Schooling

Mumbai University

Maharashtra 07/1996 - 07/2007

Others

- **Certificates**: IBM AI product manager - <https://bit.ly/3zBWlNR> & Google Project Management - <https://bit.ly/4cGGPo9>
- **DOB**: 22nd July 1991 | **Address**: Kandivali, Mumbai – 101, **Languages**: English, Hindi, Gujarati, Marathi