Nithin Suresh

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Work Experience

Senior Software Engineer – Exult Global (Dec 2024–Present)
- Designed and deployed a Copilot + ServiceNow integration to automate ITSM workflows using Copilot Studio and Graph API.
- Developed multi-agent orchestration for knowledge retrieval and ticket creation via OpenAI Agents SDK.
- Configured DLP policies and sensitivity labels in SharePoint and Purview to secure AI-generated content.
- Implemented CI/CD pipelines in GitHub Actions for autonomous agent deployments.

Software Engineer – UST Global (Jul 2022–Nov 2024)
- Built SPFx portals with embedded AI assistants for context-aware document recommendations using Copilot Studio.
- Automated SharePoint policy management with custom AI agents and Power Automate.
- Migrated legacy modules to React-based SPFx components using Autogen for rapid scaffold generation.
- Integrated Azure OpenAI Service and vector stores to enable RAG-powered semantic search.

Projects

Microsoft 365 Copilot & ServiceNow
- Streamlined ITSM through natural-language incident creation, status checks and escalations.
- Pre-ticket logic surfaced relevant knowledge articles, improving first-contact resolution.

Self Agent ("Digital Twin") | Personal Project (Deployed on Hugging Face)
- Developed a conversational AI "Self Agent" that embodies your professional and personal profile—capable of answering any question about your background, skills, projects and interests.

Skills and Certifications

Programming Languages: : Python, TypeScript, JavaScript.

Tech Stack: OpenAI Agents SDK, CrewAI Framework,LangGraph Orchestration, Autogen Agent Builder, LangChain, Semantic Kernel, Azure OpenAI Service, Copilot Studio.

System Design: Multi-Agent Orchestration, Retrieval-Augmented Generation (RAG) Architectures, Function-Calling Patterns, Prompt Chaining.

Cloud and DevOps: Azure OpenAI Service, GitHub Actions, Azure DevOps

Data & Messaging: Graph API Management

Certifications: Intensive Agentic AI Program, PL-100: Microsoft Power Apps Maker, Product Management

Education

Cochin University of Science and Technology- B.Tech Information Technology (2018–2022)

Achievements

- Elected University Union Councillor at Cochin University of Science and Technology
- Outstanding Contributor award at UST Global for driving the successful migration of legacy modules into React-based SPFx portals