Prasad Mhatre

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Senior Specialist Software Engineer| 9+ Year Experience | Product Development | Specialization in AI and LLM | Cloud Solutions | Authentication Systems | AWS | Agile

- Software professional with 9+ years of experience with strong delivery/result-oriented ability to innovate with Large Language Models (LLM) and develop high-quality products.
- Experience in leading teams and projects across various domains.
- Skilled in designing and implementing AI-powered solutions for improving customer experiences.
- Diversified industry experience in Authentication Systems, SaaS products, and AI applications.
- An excellent blend of technical expertise, strategic thinking, and innovative problem-solving.
- Data-driven, Creative, Analytical, Collaborative, possessing Good Communication with the ability to influence cross-functional teams.
- Ability to make sound decisions in high-pressure settings and utilize analytical problem-solving skills to troubleshoot and resolve issues.
- Inventor and Thinker with experience in developing patentable AI solutions.

SKILLS

- Managing and Leading Product Development teams with Java, Golang, Spring Boot, AWS, and AI/ML technologies
- Experience in designing and implementing Large Language Models (LLM) for Copilot products
- AI/ML: Generative AI, LLM, GPT, Text2SQL, Autogen, CrewAI, langchain, Semantic Kernel
- Databases: MySQL, DynamoDB, MongoDB, Redis, qdrant, Postgres
- Programming Languages: Java, Python, Node.js, GoLang
- Worked on Authentication systems using OpenID Connect (OIDC) protocol
- Solution Delivery, Project Management, Team Management, Product Design & Development, Strategic Direction, Requirements Gathering, Root Cause Analysis
- Process Improvements, Agile Scrum, DevOps, AWS, Microservices, Serverless designs
- Critical Thinking, Problem-Solving, Decision-Making, Data Structures, Algorithms, Web Services

CREDENTIALS

- AWS Certified Solutions Architect – Associate (Issued Aug 2022 - Expires Aug 2025)

PROFESSIONAL EXPERIENCE

NICE Interactive Solutions India Pvt. Ltd

Senior Specialist Software Engineer (Oct 2023 to Present)
- Building Copilot products using LLM and Generative AI to improve customer experience.
- Build a microservice using Golang, Java, Python which handles the backend for front end.
- Architecting and designing reliable, fault-tolerant, Highly scalable, Mult-tenant, Multi-region deployment architecture
- Designed and built NICE Enlighten Actions product, an AI-powered solution for contact center operation managers.
- Implemented Text2Sql using LLM, overcoming challenges in SQL performance evaluation.
- Driving and presenting to management for various POC based on research done for the use cases.
- Creating, presenting, and reviewing RFC, ADR, HLD & LLD design documents.
- Mentoring peer team member, Performing design review with team
- Assessing the development process as per design and performing code reviews.
- Production Incident Management and supporting product stability

Specialist Software Engineer (Oct 2020 to Oct 2023)
- Designed and built a global authentication system with 99.999% uptime using OpenID Connect (OIDC) protocol.
- Architected the platform across multiple AWS regions for fault tolerance and minimal latency.
- Performance testing of Global authentication to support 5000 RPS load
- Set up comprehensive alerting and monitoring using AWS CloudWatch and custom tools.

Tech Lead Software Engineer (Oct 2018 to Oct 2020)
- Involved in building highly scalable, multi-tenant solutions on AWS Web Services.
- Worked with multi-region / availability zone deployment.
- Focused on distributed system design, scaling, optimization of microservices, and serverless designs.

Software Engineer (Jun 2017 to Oct 2018)
- Worked with Spring boot, AWS, and SaaS technologies.
- Improve CICD pipeline time to prod by 40% by performing optimization on Integration suites

TechBulls SoftTech Pvt Ltd

Software Developer (Jun 2015 to Jun 2017)
- Built an Order Management System for stock trading applications using FIX protocol.
- Developed custom data analytic products for clients.
- Managed team to accomplish project deliverables and maintain code quality.

Patents Filed

- Fine-tuning LLM to predict and analyze tabular data using human preferences (A/82-US)
- System and method for prioritizing customer data (A/78-US)
- Machine learning clustering of embeddings created for categorical data using a Large Language Model (A/81-US)
- Smart peer grouping of bank customers using fuzzy k-mode (A/80-US)
- Construction of a user questions repository for structured data queries from natural language questions using a large language model (N/440-US)
- A computer-implemented method for training a neural network (NN) model for name screening based on a sanction list of fraud entities (A/59-US)
- System and method for training a machine learning network (A/52-US)

ACHIEVEMENTS

- Winner - Impact Award - 2021 at NICE Systems (Feb 2022)
- Nice spot award for AWS xray implementation (Sep 2019)
- Nice spot award (Apr 2019)
- Nice spot award (Apr 2018)
- Best Paper Award at Pune University cPGCON-17 (Mar 2017)
- Best Innovation Award'13 at G H Raisoni College Of Engineering, Nagpur (May 2013)

EDUCATION

- Master of Technology in Data Science and Engineering from BITS, Pilani (2020 - 2022)
- Master of Engineering in Computer Engineering from G.H. Raisoni College of Engineering and Management, Pune (2015 - 2017)
- Bachelor of Engineering in Computer Engineering from G.H.Raisoni College Of Engineering and Management, Wagholi, Pune (2011 - 2015)