

# UDAY B

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*Passionate & Innovative GenAI Developer with expertise in building AI-driven solutions that transform data into actionable insights. Skilled in RAG architectures, GPT models, and Azure AI services to enhance data accessibility and customer engagement. Seeking an opportunity to make a significant impact on exciting projects, leveraging my skills and knowledge to drive growth, innovation, and personal development in a dynamic professional setting.*

## Technical Skills

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- **Programming:** Python
- **Generative AI:** OpenAI models, Prompt Engineering, RAG, LangChain & LangGraph
- **Cloud:** Azure AI Search, Azure Logic Apps, AKS
- **Data Management:** MySQL, Vector DB, Embedding
- **Tools/Framework:** Git, Flask

## Professional Experience

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### Tata Consultancy Services:

**GenAI Developer**

**October 2023 | Present**

- Developed thematic analysis for customer transcripts, leveraging GPT models and vector databases to uncover hidden patterns and build a RAG-based conversational data access system.
- Developed and implemented scalable Generative AI solutions using LangChain and GPT models to perform sentiment analysis and generate upsell and cross-sell insights from customer interaction data, ensuring data privacy through PII masking.
- Enhanced data accessibility and retrieval by implementing RAG models integrated with Azure Vector Database and Azure AI Search, leveraging semantic, similarity, and hybrid search for efficient information retrieval from large datasets.
- Designed and implemented a RAG-powered solution to recommend resolutions for recurring software installation and processing issues, enhancing ticket resolution efficiency in ServiceNow.
- Contributed to the design, development, and maintenance of scalable Flask-based backend APIs for job execution, managed background tasks and scheduling with Azure Logic Apps, and optimized CI/CD pipelines and deployments using Azure Kubernetes Service (AKS) for scalability.
- Optimized model performance using prompt engineering and embedding techniques, developing robust GenAI solutions tailored to complex client requirements.
- Generated data-driven reports and Excel analyses to uncover key business insights, enabling strategic decision-making. Partnered with stakeholders to develop AI-driven customer solutions, aligning GenAI capabilities with business objectives.

## Infrd pvt Ltd:

### Software Engineer

September 2020 | August 2023

- Developed microservices using heuristic approaches to extract required data from a wide variety of documents.
- Delivered Flask-based microservice for table data customization, extracting required columns and mapping them to the database for fully customized tables tailored to client needs.
- Developed a highly sought-after feature in the product, utilizing Python Flask API, that enables effortless customization of tables in documents for four distinct customers, catering to their specific needs.
- Developed a Flask API to seamlessly convert table data in documents into both Excel and text file formats.
- Developed an end-to-end Python Flask API, collaborating with cross-functional teams to customize the output from ML models and deliver relevant and accurate results.
- Developed a web-based application using Python and Flask API to analyse document content and determine the percentage of similarity with a given dataset of original documents.

### Software Engineer Intern (Infrd)

- Built an android mobile app to visualize the scores/performance of internal evaluation platform.
- Developed the front-end application for an internal self-learning platform using Angular.

### Other Responsibilities:

- Served as the primary point of contact for team members providing guidance, support & assumed leadership responsibilities for the team, effectively assigning tasks, coordinating efforts, and fostering a collaborative work environment.
- Successfully managed multiple priorities, balancing individual contributions & team responsibilities to meet deadlines and expectations.
- Collaborated with cross-functional teams to identify and resolve, ensuring efficient project execution & customer satisfaction.
- Facilitated knowledge sharing and promoted a culture of learning within the team, organised training sessions & sharing best practices.

## Awards and Honours

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- Received Star Team Award for participating in Engineering Excellence Expo conducted in TCS.
- Received Best Team Player & Star of the Month in Infrd pvt Ltd.

## Educational Qualification

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| - DAYANANDA SAGAR College of Engineering, Bengaluru.<br>B.E in Information Science & Engineering - CGPA: 9.04 | 2016   2020 |
| - VIKRAM Pre-University College, Chintamani.<br>PCMC - 87.33 %  | 2014   2016 |
| - SRI SATHYA SAI LOKE SEVA BOYS' HIGH SCHOOL, Chikkaballapura.<br>Class 10 <sup>th</sup> (SSLC) - 95.52 %     | 2011   2014 |