

# MUNSHID RAHMAN K

## AI ML ENGINEER

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### SUMMARY

AI/ML Engineer specializing in building scalable AI applications for predictive analytics, customer churn prediction, sentiment analysis, and automation. Skilled in developing end-to-end ML pipelines, fine-tuning transformer models, and applying NLP for business insights. Experienced in leveraging WHMCS APIs, FastAPI, LangChain, and RAG architectures with vector databases (Qdrant, ChromaDB) to deliver intelligent, context-aware solutions. Proficient in integrating and deploying LLMs such as GPT, Gemini, LLaMA, and Qwen for real-world applications including AI-powered support systems, conversational interfaces, and semantic search. Focused on translating advanced AI techniques into business-driven results.

### TECHNICAL SKILLS

Machine Learning

Deep Learning

Natural Language Processing (NLP)

Python

MongoDB, MySQL

ChromaDB

FastAPI, Flask, Django

LangChain, Langgraph

Large Language Models (LLMs)

Git, Docker, Streamlit, Power BI,

Tableau, Excel with AI

### PROFESSIONAL EXPERIENCE

#### AI ML Engineer

Poornam Info Vision, Kakkanad, Kerala

March 2024 - Present

- Led the end-to-end development of an AI-powered Churn Prediction Software tailored for WHMCS, leveraging WHMCS APIs to extract client data for predictive modeling.
- Built and automated a complete machine learning pipeline, including data collection, preprocessing, feature engineering, and model training using WHMCS client, invoice, ticket, and product data.
- Fine-tuned transformer-based models with custom data for sentiment analysis of support ticket messages, integrating sentiment scores into final churn probability calculations.
- Developed clustering-based customer segmentation models to classify clients into actionable business groups for retention strategies.
- Built an agentic AI support system using FastAPI + LangGraph with RAG (MySQL → Qdrant).
- Integrated Qwen2.5-7B-Instruct for contextual query reasoning across multiple server control panels.
- Developed an auto-summarization plugin for chat history, assisting ticket operators in improving communication during shift handovers using Gemini API and LLaMA 3.1.
- Designed and implemented a RAG-based application enabling users to interact with CSV data through natural language queries.
- Integrated GPT and Gemini APIs with LangChain to build a conversational interface that retrieves and generates context-aware responses from structured data.
- Built a semantic search system using Hugging Face models and ChromaDB to recommend the most suitable server support plans based on user queries.
- Embedded predefined plan descriptions into a vector database and implemented similarity search to match user requirements with optimal offerings.

**Artificial Intelligence Developer Intern  
RGC Dynamics, Calicut**

**Sep 2023 – Dec 2023**

- Built a semantic search system using Hugging Face models and ChromaDB to recommend the most suitable server support plans based on user queries.
- Embedded predefined plan descriptions into a vector database and implemented similarity search to match user requirements with optimal offerings.

**Data Science cum Data Analytics Trainer**

**Sep 2022 – Sep 2023**

**Data Science Intern**

**Dec 2021 – Jun 2022**

**Techolas Technologies, Calicut**

- Conducted data analysis and data science training for over 490+ trainees on tools like Power BI, Tableau, Python, and machine learning.
- Developed customized training programs tailored to different expertise levels.
- Achieved an average trainer rating of 4.9 from participant evaluations.
- Built Trekking Potential Prediction and Dog Breed Identification models using machine learning and deep learning techniques.
- Gained hands-on experience with predictive modeling, Python, and data visualization tools.

**ADDITIONAL INFORMATION**

**EDUCATION**

**Bachelor of Commerce in Finance  
University of Calicut, Kerala**

**LANGUAGES**

**English**

**Malayalam**

**hindi**

**Tamil**