

Prashant Panwar AI/ML Engineer

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Profile

- AI/ML Engineer with expertise in Voice bots, Chatbots, Deep Learning, NLP, LLM, RAG, and Generative AI.
- Proficient in Python, Django, FastAPI, Linux, REST APIs, and cloud-based AI solutions.
- Experienced in designing, developing, and deploying AI-powered customer experience solutions.
- Passionate about leveraging AI to drive innovation and efficiency.

Skills

- **Programming:** Python
- **AI & ML:** Machine Learning, Artificial Intelligence, NLP, Deep Learning
- **Technologies:** RAG, Generative AI, Langchain, LLMs, Chatbots
- **Frameworks:** FastAPI, Django, Flask, RASA
- **Cloud & APIs:** AWS Lex, AWS Lambda, REST APIs

Professional Experience

O.xyz May 2025 – Present | Geneva, Switzerland
Machine Learning Engineer

- Developed O.ceo, a platform that integrates GitHub, Linear, and WHOOP to assess developer readiness.
- Built scoring models to analyze coding patterns, ticket workload, and health data for intelligent task allocation.
- Designed APIs and pipelines to deliver real-time productivity and wellness insights.

Key Project:

O.CEO

Technologies: Python, FastAPI, GitHub API, Linear API, WHOOP API, GenAI

- Developed readiness scoring using commit activity, ticket flow, and health metrics.
- Enabled smart ticket assignment based on skill fit and daily recovery.

C-Zentrix August 2021 – May 2025 | Gurgaon, India
AI/ML Engineer

- Developed AI voice and chatbots using Machine Learning, Deep Learning, and NLP.
- Designed and implemented customized IVR systems to improve customer interactions.
- Integrated Langchain, OpenAI, LLMs, and RAG to enhance chatbot accuracy and contextual responses.
- Reduced response times and increased customer engagement through AI-driven solutions.

Key Projects:

Sanghvi Limited Chat and Voice Bot

Technologies: Python, FastAPI, AWS Lex & Lambda, RAG, GenAI

- Built a chatbot for refueling requests via WhatsApp and a hands-free voice bot for real-time assistance.
- Implemented driver verification and seamless fuel authorization.

OYO Voice Bot

Technologies: Python, FastAPI, AWS Lex & Lambda, RAG, GenAI

- Developed a voice-only assistant for booking ID verification and instant booking details retrieval.
- Integrated AI-powered contextual responses for enhanced user experience.

C-Zentrix Bot

Technologies: Python, FastAPI, LLM (llama), RAG, GenAI

- Created a chatbot providing product information and handling inquiries efficiently.
- Automated customer service processes with AI-driven solutions.

Agent Assistant Chat Bot

Technologies: Python, FastAPI, Langchain, GenAI, RAG

- Developed an intelligent chatbot assistant for structured data processing and OpenAI-powered responses.
- Enhanced API interactions using FastAPI.

MCA Chat Bot

Technologies: Python, FastAPI, RASA, NLP, Machine Learning Algorithms

- Provided real-time support for municipal services on the MCA website.

USHA Voice Bot

Technologies: Python, RASA, FastAPI, Langchain, Machine Learning, NLP, RAG

- Created an AI voice bot for seamless IVR navigation with hands-free interaction.

Mail Classifier

Technologies: Python, FastAPI, Machine Learning Models

- Developed a system to classify emails, calls, and SMS using machine learning.
- Integrated FastAPI for high-performance real-time predictions.

BJP Voice Bot

Technologies: Python, RASA, NLP, Flask, FastAPI, Sentence Embeddings, DRF, Machine Learning

- Designed an AI-powered IVR bot for seamless voice interactions.

Education

B.Tech(I.T)

OPJS University

June 2014 – July 2018 | Rajasthan