

Ansari Mohd Zaid Junaid

+91 99305 65625 • zaid7071@gmail.com • Goregaon (W), Mumbai, Maharashtra 400104

CAREER OBJECTIVE

I have always believed that pleasure in a job puts perfection in work. I want to grow as a professional and succeed in an environment of growth and excellence and earn a job which provides me with job satisfaction and self-development and help me achieve personal as well as organizational goals.

Skills & Abilities

- Languages - **Python, MySQL**
- Tools and platforms - **Docker, Git, Linux, Postman, Chatbot Framework, Gen AI, LLM, NLP.**
- Communication skills - good verbal and written presentation skills with proper usage of grammar
- Attention to detail - Ensuring that all information, whether numbers, text, or data is accurate.
- Confidence – confident in the work that is done, and confidence in colleagues and the company
- Teamwork - the ability to manage and delegate to others, take on additional responsibilities and build positive working relationships that help everyone achieve positive goals and business objectives
- Ability to work under pressure - always keep calm and not become overwhelmed or stressed

Employment History

04/2022 - 05/2025

AI Agent Developer, **E42.AI**, Pune, India

- Company Overview: Light Information Systems, Pvt. Ltd.
- Built and maintained chatbot solutions for enterprise clients using E42's AI coworker platform.
- Developed conversational workflows and integrated chatbots with CRMs, ticketing systems and messaging platforms.
- Collaborated with cross-functional teams to customize bot behavior based on client-specific needs.
- Contributed to training and intent tuning to improve NLU performance and response accuracy.
- Delivered and maintained AI coworkers for several clients like **Mahindra & Mahindra, SIB, Hindalco, PGP, MonAml**.
- Reduced manual support by 30% through intelligent automation.
- Recognized for learning quickly, and delivering independently within project timelines.

10/2018 - 02/2019

Hardware Technician, **AIM Computer**, Mumbai, India

- Diagnosed and repaired hardware and software issues.
- Assisted in the installation and configuration of systems for small business clients.
- Gained hands-on experience in technical support and customer service.

05/2023

Bachelor Of Engineering (B.E), Electronics & Telecommunication

Qualifications

Rizvi College Of Engineering, University Of Mumbai

GPA: 7.5

05/2019

Diploma, Electronics & Telecommunication

M.H. Saboo Siddik Polytechnic (MSBTE)

GPA: 7.5

03/2015

SSC

Maharashtra State Board

GPA: 7.5

Personal Information

- Date of birth - 29th May 1999
- Gender - Male
- Languages Know - English, Hindi & Urdu