

# 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