

# Mahadharshini PS

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Lead Product Engineer with expertise in AI-driven product development, Microsoft Teams integration, and automation. Currently leading the development of an AI Studio for creating and managing multiple AI agents. Skilled in FastAPI, Python, Kubernetes, Kafka, React, and cloud-based microservices (Azure). Extensive experience in building AI-powered chatbots using Microsoft Teams, Azure OpenAI, and Langfuse for tracing. Proficient in working with LLMs (Large Language Models). Adept at developing scalable APIs, automating workflows, and collaborating with global teams.

## Education:

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**Bachelor of Computer Science**, Vel Tech Multi Tech Engineering College

Relevant Coursework: Data Structures Algorithm, DBMS, OS, Computer Networks, Object Oriented Programming.

## Key Skills:

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- **AI & Integrations:** Microsoft Teams Bot, Azure OpenAI, Langfuse, LLMs.
- **Backend & API Development:** FastAPI, Python, RESTful APIs.
- **Frontend Development:** React, JavaScript.
- **Cloud & DevOps:** Kubernetes, Azure, Docker
- **Databases:** OpenSearch, PostgreSQL, MySQL, Elasticsearch
- **Tools & Methodologies:** Kafka, DBeaver, Git, Open lens
- **Visualization Tool:** Grafana

## Professional Experience:

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### iLink Digital

**Project:** Beak AIOps

**Role:** Module Lead | July 2021 – Present

**Designation:** Senior Software Engineer

**Responsibility:**

- Led the development and **end-to-end delivery of AI Studio**, a platform that allows organizations to create and deploy multiple AI agents tailored to their specific needs.
- Designed **AI Studio** to be highly flexible and scalable, allowing clients to customize agents based on industry-specific workflows.
- **Multi-Platform Integration:** AI Studio supports connectors beyond Zoho, Zendesk and ServiceNow etc, allowing seamless workflow automation across multiple platforms.
- Supported **multiple connectors** while creating AI agents.
- Owned the end-to-end **integration of Microsoft Teams** with AI services, allowing users to interact with AI through Teams for query resolution and automated task execution.
- Created **AI prompts and multiple tools** to enhance AI agent capabilities and improve workflows.
- Led the **end-to-end delivery of DEX (Digital Employee Experience) AI agent**, specifically designed to solve employee queries. Supported multiple skills, including ticket creation, software installation, and various HR & IT-related actions.
- Implemented a **notification feature in Microsoft Teams**, allowing organizations to receive updates while performing an action. If approval is required before proceeding, the system includes an approval workflow feature.

- Developed RESTful APIs using Fast API, ensuring high performance, scalability, and security.
- Integrated **Langfuse for AI tracing and monitoring**, enhancing debugging and system performance.
- Built and optimized **React-based UI components, including dynamic screens** for a seamless user experience.

### **Project: Beak RMM (Remote Monitoring & Management) under Beak AIOps**

- Led end-to-end product implementation, ensuring secure coding practices and robust system architecture.
- Developed a **patch agent** responsible for downloading and installing patches efficiently.
- Developed **scheduled patch deployments** and implemented a **scheduled reboot option**, allowing organizations to automate maintenance workflows.
- Implemented **Windows Notification feature** while rebooting.
- **Automated patch updates from the Microsoft Catalog**, streamlining repository updates
- Conducted architecture and design reviews, evaluating feature feasibility and complexity.
- Mentored and coached team members, improving technical expertise and productivity.
- Conducted code reviews to maintain high-quality standards.
- Assisted QA teams in testing, investigating bugs, and developing test cases.
- Managed sprint planning and backlog prioritization to meet evolving project demands.

**Tech Stack:** FastAPI, Python, Azure Kubernetes, Apache NIFI, React, Kafka, Elasticsearch, Langfuse, GPT-4.0, Git, PostgreSQL.

**Project:** Aktivhealth

**Role:** Software Engineer | June 2020 – June 2021

**Responsibility:**

- Developed web and mobile components, fixing bugs and optimizing performance.
- Built multilingual APKs to support localization efforts.
- Led the translation and localization of the application, successfully developing and deploying the app in German language.

**Tech Stack:** Angular, Ionic, PostgreSQL, Git, VS Code, JavaScript, python.