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| Eskilstuna, Sweden [Linkedin](https://www.linkedin.com/in/mhd-rizwan/)  [Portfolio](https://rizwan0110.github.io/Portfolio2.0/) | Rizwan Razik | +46-769750887 rizwanrazik724@gmail.com |

## Passionate professional with expertise in Data Science , Machine Learning, Large Language Models (LLMs), Fine-tuning, and Retrieval-Augmented Generation (RAG). Currently pursuing a Master’s in Artificial Intelligence at Jönköping University, working on a thesis in collaboration with Volvo Construction Equipment to enhance R&D decision-making using LLM-based persona analysis. Strong problem-solving skills, a continuous learning mindset, and a collaborative approach to AI-driven innovation. Actively seeking opportunities to contribute to cutting-edge data-related projects.

## Work Experience

**Master Thesis Student Volvo Construction Equipment** **Jan 2024- Current**

Future Solutions Eskilstuna, Sweden

* Conducting a literature review on persona generation and LLM-based retrieval systems to explore AI-driven decision support approaches.
* Implementing Retrieval-Augmented Generation (RAG) using Azure AI Services to analyze customer personas and enhance R&D decision-making.
* Developing a vector search and semantic retrieval pipeline, optimizing chatbot responses for real-time persona analysis.
* Deploying the solution as a web service, enabling seamless access to AI-driven insights for R&D engineers.

**Software Engineer Allianz Technology** **Mar 2022- June 2023**

FileNet Support team Trivandrum, India

* Maintained exceptional client satisfaction with a 98% resolution rate within SLA for Allianz Document Management System and Allianz UK Case Management, reducing downtime by 20% through prompt issue resolution
* Proactively prevented performance issues for all FileNet installations by promptly addressing changes, problems, and incidents within set SLAs, surpassing client expectations utilizing agile methodologies.
* Implemented proactive monitoring with Dynatrace, resulting in a 40% reduction in critical application downtime for Allianz DMS and UKCM. Anticipated and resolved potential performance issues, ensuring a seamless user experience.

**Software Engineer Trainee Quest Innovative Solutions** **Dec 2021 – Mar 2022**

Kochi, India

* Developed proficiency in Python programming, implementing algorithms and data structures for various tasks..
* Mastered machine learning fundamentals, constructing predictive models using popular libraries like Scikit-learn.
* Created interactive data visualizations using Tableau, effectively communicating insights from data.

## Internship

**AI Research & Development Intern** **PerformanceX – AI Sports Coaching Agent Aug 2024 – Sep 2024**

Remote

* Developed a prototype AI-driven coaching application that provides personalized mental health support and helps in performance optimization for athletes.
* Sourced and cleaned data from expert interviews, academic journals, and books on sports coaching, psychology, and performance optimization.
* Implemented the platform using Streamlit, LangChain, Pinecone (vector database), and LLMs (LLAMA2, GPT-4) to deliver tailored advice and psychological strategies to athletes.
* Tested and evaluated the performance of the application.

## Technologies and Languages

* **Programming**: Python, R, SQL
* **AI & ML:** LLMs, RAG, Prompt Engineering, Supervised & Unsupervised Learning, Model Evaluation
* **Frameworks & Libraries:** LangChain, Scikit-learn, TensorFlow, Pandas, Flask
* **Cloud & Deployment:** Azure AI Services, Web Services, CI/CD (GitHub Actions, Docker)
* **Databases & Search:** SQL, Pinecone, Azure AI Search
* **Tools & Methodologies:** Agile (Scrum), Trello, Confluence, Tableau, Dynatrace, Excel

## Education and Certifications

* **M.S. Artificial Intelligence,** Jönköping University, Sweden. **2023 – Present**
* **B.E. Computer Science,** Mangalore Institute of Technology & Engineering, India. **2017 – 2021**
* **AI-900:** Microsoft Azure AI Fundamentals Expected April 2025

## Projects

* **Comparative Analysis of Deep Learning Architectures for Classifying Cable Drums**

*Drumster – Jönköping, Sweden*

* Developed a model using VGG16 and ResNet50 to classify cable drums. Improved detection accuracy through data augmentation techniques.
* Implemented Grad-CAM for model interpretability, providing insights into the model's decision-making process.
* Technologies: Python, TensorFlow, Numpy
* **Churn Prediction Model Evaluation**

*Skogsro Spa – Jönköping, Sweden*

* + Evaluated and compared Logistic Regression, Random Forest, SVM, and Gradient Boosting models to predict customer churn.
  + Enhanced retention strategies through feature engineering and model evaluation using metrics like F1- Score and AUC.
  + Technologies: Python, Scikit-learn
* **Exploring Germany – A Semantic Tourism Guide**
  + Built a semantic web app for discovering tourist attractions using Flask for the back end and SPARQL queries for data retrieval.
  + Designed an ontology using RDF and OWL to represent tourism-related entities such as destinations and regions.
  + Technologies: Flask, SPARQL, RDF, OWL
* **Predicting Customer Claims**

*Dunstan Insurance Company, Jönköping, Sweden*

* + Developed a predictive model for forecasting claims to optimize pricing models based on customer behavior analysis.
  + Applied data preparation and feature engineering techniques to enhance model performance and decision-making.
  + Tools: KNIME, Excel

*References are available upon request.*