SAI SATISH MASINA

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SUMMARY

Highly motivated AI Workflow Automation Engineer with expertise in designing and deploying AI-driven workflow agents, leveraging platforms like Goose, Unify MCP, and AWS Q. Proven track record of reducing manual workload and improving productivity through intelligent automation. Skilled in AI/ML engineering, LLM fine-tuning, and prompt engineering, with experience in cloud-native environments and DevOps pipelines. Passionate about pushing the boundaries of developer productivity and intelligent automation.

TECHNICAL SKILLS

Programming Languages: Java, Python, TypeScript, Groovy
Cloud Platforms: AWS, GCP, Docker, Kubernetes, Terraform
Databases: SQL, PostgreSQL, MySQL, MongoDB, Data Warehousing & Mining
Artificial Intelligence And Machine Learning: Machine Learning Fundamentals, Conversational AI, Intelligent Process Automation (IPA}, AI/ML engineering, Reinforcement Learning Concepts, LLM fine-tuning, Prompt engineering, AI Workflow Automation
Agile Development And Operations: Agile (Scrum, Kanban}, DevOps pipelines, GitHub Actions, Argo, Load Balancing & Scalability, System observability, Debugging tools for agents
Tools And Frameworks: Goose, Unify MCP, AWS Q, Gemini, Claude Desktop, LLM Ops, Langchain, CrewAI, Agno, ML pipeline development, ETL Pipelines, Tool augmentation, Knowledge Base Integration

EXPERIENCE

AI Workflow Automation Engineer at RbInfo Solutions *Jan 2024 – Present*

Skills Used: AI Workflow Agents, Jira Automation, Python, APIs, Data Analysis

- Designed and deployed AI-driven workflow agents to reduce manual workload by 30%.
- Integrated AI agents with Jira, HR, and monitoring tools via REST APIs for intelligent orchestration.
- Built custom dashboards and agent-driven SLA predictors improving issue resolution forecasting.
- Mentored junior engineers on AI-powered automation concepts and research-driven workflows.
- Integrated AI agents with Jira, HR tools via REST APIs
- Built custom dashboards with agent-driven SLA predictors
- Deployed AI agents with intelligent orchestration, improving forecasting
- Improved issue resolution with custom AI-driven workflow tools

Research Assistant (AI Systems & Automation) at University of Houston - Clear Lake *Jan 2023 – Dec 2023*

Skills Used: Intelligent Agents, Data Analysis, Confluence, Training

- Researched automation frameworks for academic IT workflows.
- Migrated manual processes to AI-augmented Jira Service Management, cutting resolution time by 35%.
- Developed simulation reports on agent-based workload distribution for faculty IT services.
- Authored knowledge base documentation on integrating agents into academic IT ecosystems.
- Automated academic IT workflows with AI-augmented Jira Service Management, cutting resolution time by 35%
- Developed agent-based simulation reports for faculty IT services
- Migrated manual processes to AI-driven automation frameworks
- Authored documentation on integrating agents into IT ecosystems

- Utilized AI to optimize workload distribution and resolution times
- Improved IT service efficiency with data-driven agent workflows

AI Automation Specialist at Upgrad *Apr 2022 – Jul 2022*

Skills Used: AI Automation, SQL, APIs

- Built AI-assisted automation rules for engineering and content pipelines, reducing bottlenecks by 25%.
- Researched and implemented agent-based traceability across analytics systems.
- Optimized AI-driven permission and notification systems for balancing security with usability.
- Built AI-assisted automation rules, reducing bottlenecks by 25%
- Optimized AI-driven permission systems for security and usability
- Utilized AI/ML engineering for pipeline automation
- Reduced bottlenecks with AI-assisted automation rules
- Implemented agent-based systems for analytics traceability

Data Analyst (AI-Augmented Service Desk) at BITS Pilani - Hyderabad *Jan 2021 – Feb 2022*

Skills Used: Python, Jira Automation, SQL, Data Analysis

- Designed automated pipelines to feed SLA metrics into AI-driven forecasting dashboards.
- Conducted research on reducing SLA breaches using predictive modeling.
- Enhanced service desk processes by aligning Jira workflows with AI-assisted monitoring.
- Designed AI-driven forecasting dashboards with automated pipelines
- Conducted predictive modeling research to reduce SLA breaches
- Enhanced Jira workflows with AI-assisted monitoring
- Utilized Python for automated pipeline development
- Integrated AI-assisted tools for service desk process optimization
- Improved SLA metrics with data-driven forecasting models

PROJECTS

Multi-Agent SLA Predictor (Python, AI Agents, MySQL)

- Built AI agent simulations that proactively predicted SLA breaches with 80% accuracy.
- Reduced escalations by 25% by automating SLA risk alerts via agents.
- Built AI agent simulations with 80% SLA breach prediction accuracy
- Automated SLA risk alerts via agents, reducing escalations by 25%
- Utilized AI/ML engineering with Python and cloud-native environments
- Designed agent simulations with autonomy and reliability
- Improved developer productivity with AI-powered workflow automation
- Deployed ML models with GitHub Actions and Argo pipelines

Knowledge Base Generation Agent (AI Agents, Confluence, Python)

- Researched and built an agent that auto-generated knowledge base articles from Jira incidents.
- Increased knowledge base usage by 60% and reduced repeat incidents by 20%.
- Built agentic AI agent with 60% knowledge base usage increase
- Reduced repeat incidents by 20% with automated article generation
- Utilized Jira and AI/ML engineering for incident resolution
- Improved workflow with autonomous agent interaction and API integration
- Deployed ML models with Python and cloud-native environments
- Increased efficiency with LLM-powered knowledge base automation

Automated Asset Tracking Agent (Groovy, Jira, SQL)

- Developed an intelligent asset tracking agent that updated lifecycle events in real time.

- Reduced manual updates by 70% and linked asset data to incident workflows.
- Developed AI-powered agent reducing manual updates by 70%
- Utilized Langchain framework for agentic flow development
- Improved asset tracking with real-time lifecycle event updates
- Linked asset data to incident workflows with autonomy
- Deployed ML models in cloud-native AWS environment
- Optimized agent behavior for reliability and safety

AI-Orchestrated Jira Data Center Upgrade (Docker, Kubernetes, MySQL, AI Agents)

- Designed and researched automated migration pipelines for Jira Data Center with zero downtime.
- Leveraged AI-driven orchestration for containerized deployments.
- Utilized AI for automated workflow optimization
- Implemented containerized deployments with zero downtime
- Applied AI-driven orchestration for migration pipelines
- Built scalable pipelines with cloud-native technologies

EDUCATION

Masters in Management Information Systems — University of Houston - Clear Lake

GPA: 3.82

Relevant Courses: Advanced Database Applications Development,Data Analytics Application Development,Systems Analysis and Design,Advanced Data Analytics in ERP System,Data Warehousing and Data Mining,Applications Programming with Java,Applications Development with C#,Computer Networking

CERTIFICATIONS

System Administration and IT Infrastructure Services

Technical Support Fundamentals

Operating Systems and You - Becoming a Power User

The Bits and Bytes of Computer Networking

Using Python to Access Web Data

Python Data Structures

Programming for Everybody (Getting Started with Python)