SAI SATISH MASINA

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SUMMARY

Highly motivated AI researcher with expertise in machine learning, reinforcement learning, and natural language understanding. Proven track record of developing and deploying AI-driven solutions that drive business value and improve efficiency. With a strong foundation in programming languages such as Python and experience with deep learning frameworks, I am well-equipped to pioneer novel research and translate it into practical product applications. I am excited to leverage my skills to contribute to the development of innovative AI solutions.

TECHNICAL SKILLS

Programming Languages: Python, Java, Groovy
Cloud Platforms: AWS (EC2, S3, Lambda}, Terraform, Docker & Kubernetes
Databases: MySQL, MongoDB, PostgreSQL, SQL
Artificial Intelligence: Machine learning, Reinforcement learning, Deep learning frameworks (PyTorch, TensorFlow}, NLP, Conversational AI, AI Workflow Automation, AI Agent Simulation, Autonomous Workflow Agents, Human-AI Collaboration, Multi-Agent Systems, Agent-Oriented Modeling
Soft Skills: Leadership & Mentorship, Agile (Scrum, Kanban}, IT Service Management (ITSM}
Data And Systems: Data Warehousing & Mining, Data Analysis & Visualization, ETL Pipelines, Load Balancing & Scalability, Systems Analysis & Design, Web technologies, Browser automation, Security & Compliance

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 via REST APIs for intelligent orchestration
- Built custom dashboards with AI-driven SLA predictors
- Utilized PyTorch for deep learning and browser automation
- Improved issue resolution forecasting with AI-driven 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.
- Cut resolution time by 35% with AI-augmented Jira Service Management
- Developed simulation reports on agent-based workload distribution
- Authored knowledge base on integrating agents into IT ecosystems
- Utilized Python for automation frameworks and workflow migration
- Improved IT workflows with reinforcement learning and NLP

- Migrated manual processes to automated systems with 35% efficiency gain

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.
- Optimized AI-driven systems, reducing bottlenecks by 25%
- Improved permission and notification systems with AI
- Enhanced engineering pipelines with AI-assisted automation
- Utilized PyTorch for deep learning model development
- Reduced security risks with AI-balanced notification systems

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 automated pipelines for AI-driven forecasting dashboards
- Conducted predictive modeling research to reduce SLA breaches
- Enhanced Jira workflows with AI-assisted monitoring
- Improved service desk processes using machine learning
- Utilized PyTorch for predictive modeling and automation
- Implemented AI-assisted monitoring for SLA metrics

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 Python and deep learning frameworks for agent development
- Improved agent performance with reinforcement learning techniques
- Enhanced NLP capabilities for proactive risk alerts and notifications
- Deployed browser-based intelligent agents with multimodal systems integration

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 agent auto-generating knowledge base articles from Jira incidents
- Increased knowledge base usage by 60% with AI-driven content
- Reduced repeat incidents by 20% using machine learning
- Utilized Python and deep learning frameworks for development
- Improved incident resolution with natural language understanding
- Enhanced knowledge base with automated article generation

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 intelligent asset tracking agent with real-time lifecycle event updates
- Reduced manual updates by 70% using reinforcement learning techniques
- Linked asset data to incident workflows with natural language understanding
- Utilized Python and deep learning frameworks for agent development
- Improved data accuracy with automated browser automation scripting
- Enhanced workflow efficiency with multimodal system integration

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.
- Leveraged machine learning for automated migration pipelines
- Utilized PyTorch for predictive modeling and automation
- Implemented reinforcement learning for pipeline optimization
- Deployed large-scale migrations with zero downtime
- Utilized natural language processing for automated reporting

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)