SAKSHAM DAHAKE

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PROFESSIONAL EXPERIENCE

PERSISTENT SYSTEMS LTD. **Nagpur, India**
Senior Software Engineer **JUNE 2024 - Present**
Software Engineer **June 2022 - June 2024**
Software Engineering Intern **December 2021 - June 2022**
Project: EngHouse/Lifesize/SerenovaLLC, CA

- Executed migration from **AWS SQS** to **AWS MSK** (Kafka) for a global client, enhancing messaging architecture to reduce downtime by 30% and increase message throughput by 40%.
- Improved logging reliability and observability and enhanced application stability and security through **SASL** login/logout implementation.
- Improved UI performance and functionality by addressing critical frontend issues in React, integrating efficient sorting algorithms **(O(n log n))** to reduce load times by 75%, and implementing resizable, responsive components for enhanced dashboard interactivity. Introduced **role-based access control (RBAC)** for dashboard permissions, strengthening security in the client's production environment.
- Implemented a **GenAI-powered** call transcription system using **AWS Transcribe** and OpenAI's GPT-4 API, achieving 95% transcription accuracy and enabling automated insights extraction for improved customer service analytics.
- Developed and integrated AI-powered call routing using advanced NLP techniques (Hugging Face Transformers) and ASR tool (AWS Transcribe), optimizing customer query classification and reducing call wait times by 30%. Additionally, implemented sentiment analysis using pre-trained transformer models (BERT) to analyze both voice and text inputs, providing agents with real-time, data-driven insights for enhanced customer engagement and issue resolution.
- Built an AI-driven feedback analysis system using machine learning and NLP tools BERT and VADER to process and categorize customer feedback from multiple channels. Implemented topic modeling and sentiment analysis using these techniques to extract actionable insights, improving customer retention by 20%.

EDUCATION

SHRI RAMDEOBABA COLLEGE OF ENGINEERING **Nagpur, India**
Bachelor of Engineering in Electrical Engineering **2018-2022**

PROJECTS

- Developed a **Credit Card Fraud Detection System** using machine learning algorithms (Logistic Regression, Random Forest) to detect fraudulent transactions. Implemented data preprocessing, feature engineering, and model evaluation techniques to optimize accuracy and reduce false positives. Achieved a fraud detection accuracy of over 95% using imbalanced dataset handling methods like SMOTE and cross-validation.

SKILLS

- Programming Languages: Python; Clojure; ClojureScript; Java; JavaScript; React
- Technical Skills: Machine Learning; Open-AI; NLP; Docker; GIT; Maven; Kafka; JIRA; JENKINS; Postman
- Database: MySQL; PostgreSQL; MongoDB; NOSQL
- Operating Systems: Windows; Linux; MacOS
- Cloud Platforms: AWS; AZURE

ADDITIONAL INFORMATION

- Languages: Fluent in Hindi (native), English (Proficient – C2); Marathi (Beginner)
- Certifications: AZ-900: Azure Fundamentals; AI-900: Azure AI Fundamentals; The Data Scientist's Toolbox - Coursera; Introduction to Machine Learning - Coursera; AI for Everyone - EDX – IBM
- Achievements: Received **Bravo - Team Award** and **High Five - Individual Award** at Persistent Systems for consistent performance in training, excellent participation, and demonstrating outstanding work behavior, dedication, and alignment with the company's values of responsibility and confidence.