Shubham Raj Gupta

Senior Manager @ EXL Services

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SUMMARY

Specialize in driving innovation at the intersection of advanced AI and financial services and have led multiple Proof of Concepts (POCs) for banking and insurance clients, culminating in the deployment of a scalable Gen AI solution for a leading fintech organization. My expertise spans the full AI product lifecycle management, from ideation and feasibility analysis to deployment, monitoring, and iterative optimization. I have leveraged Finetuning and RAG to enhance model accuracy and relevance by integrating domain-specific data, ensuring solutions meet rigorous industry standards. Additionally, I make sure to implement AI Governance by establishing frameworks for ethical AI use, compliance, and risk mitigation in regulated environments. By combining technical depth with strategic vision, I ensure alignment with business goals while addressing operational efficiency, customer engagement, and competitive advantage.

TECHNICAL SKILLS

Programming Languages: C++, Python, SQL, Hive
Databases: MySQL, Hadoop, Vector DB
Microsoft Office: Advanced Excel, Word**,** PowerPoint
Other Software: Tableau, Power BI , Primavera P6, Tally ERP 6+, streamlit

KEY SKILLS

• **Project Management** • **Data Mining** • **Modelling Techniques** • **SQL** • **Hive** • **Data manipulation** • **LLM** • **Generative AI**
• **Project Planning & Costing** • **Kubernetes** • **Linux/shell** • **Report Generation** • **Budgeting** • **Git**
• **Business Process** • **Docker** • **Data Collection** • **Data Communication with visualization** • **LLM Finetuning**

PROFESSIONAL EXPERIENCE

Project Manager   Oct '23 - Present

EXL Services (GenAI Solutions)   Gurgaon, IN

US based company majorly focusing in Data Science and AI

- **Led Data Science team** to automate pipelines for LLM, Encoder, and NLP models, productionizing research initiatives.
- **Fine-tuned and utilized** Open Source LLMs(~7B) for Entity Extraction achieving performance on par with GPT4o.
- **Implemented Retrieval Augmented Generation (RAG)** architectures and streamlined LLMs with QLORA for enhanced performance.
- **Finetuned encoder models** for precise column selection in enterprise databases for SQL query writing with LLMs.
- **Presented and demonstrated GenAI applications** to 5+ clients, showcasing capabilities and potential.

Analytics Manager   Jan '23 - Sep '23

EXL Services (GenAI Solutions)   Gurgaon, IN

US based company majorly focusing in Data Science and AI

- **Educate & Train** colleagues (Data Scientists, Analysts & Stakeholders) in data pipelining and preparation techniques, for creating GenAI based products, making it easier for their own use cases.
- Assisted VPs in delivering compelling demos for 10+ G**enerative AI Applications**, enhancing client engagement and driving successful business partnerships.
- Implemented GenAI application for **Complain Analytics**, equipped with advanced features like Topic Modelling, Emotion and Sentiment detection, Attrition Insights.
- Developed and Remodeled an **NLP** based **Topic Modelling** alert system using **NMF, LDA & LSA** which successfully gave alerts for **Credit Card** related benefits.
- Conducted 100+ **interviews** in association with Human resource, implemented a new training program for easy inductance of candidates in team.

Analytics Manager   Nov '21 - Dec '22

EXL Services (Client: American Express)   Gurgaon, IN

US based company majorly focusing in Data Science and AI

- Spearheaded the **Smart Monitoring** KRIs(Key Risk Indicator), an alert system of client using **Hive & SQL** for different benefits which saved $400k for the client in .
- Developed and Remodeled an **NLP** based **Topic Modelling** alert system using **NMF, LDA & LSA** which successfully gave alerts for **Credit Card** related benefits.

- Mentored, facilitated 5 team members and worked along with them to create data life cycle process flow for different **credit card Products.**

Project Manager   Feb '17 - Oct '21

Seed Paper Products LLP   Moradabad, IN

Environmental friendly packaging manufacturing company

- Predicted sales by forecasting model using Linear regression and Time Series.
- Developed product, surveyed market for customer acquisitions using **Business Analysis** and requirements gathering.
- Conducted **financial analysis** for 1 year, 3 year, and 5 years with Advanced Excel.

Project Controls Analyst   Jul '15 - Jan '17

CB&I (Mc Dermott)   Dubai, UAE

US based Oil & Gas contractor company with more than 40k employees worldwide

- Developed Project Order Report, cashflow curve, Revenue Data, and Progress & Revenue curve with Advanced Excel & Tableau.
- Cost and time analysis of the project planned activities with different data visualization tools.
- Created weekly, monthly reports for client and internal documentation in Excel and Access

Project Controls Analyst   Jan '15 - Jul '15

CB&I (Mc Dermott)   Doha, Qatar

US based Oil & Gas contractor company with more than 40k employees worldwide

- Reporting the project progress with visuals (BI) to Project Manager.

Planning Engineer   Jul '14 - Dec '14

Transgulf ElectroMechanical LLC,   Dubai, UAE

Middle East based EPC contractor company

- Created reports for Project Manager showcasing different project completion percentages.

RECENTLY COMPLETED PROJECTS

Generative AI

- Successfully launched a generative AI application named 'Onboarding Assist', which automates the customer documents ingestion, validates it and generates a structured report for further analysis.
- RAG with SQL- Production grade product ready for generating SQL queries, plots & insights with Natural Language Questions. An accuracy of more than 80% for SQL queries is achieved with complex level queries.
- Finetuning the opensource LLM for custom applications. Finetuning Bi-Encoders & Cross-Encoders Models to fit in a custom application.

Machine Learning / NLP

- Created an unsupervised alert system targeting the highly problematic benefit from customer chats for multiple benefits in Credit Card. For this we used NLP Data Modelling technique called BERT, NMF (Non-negative Matrix Factorization) and represented with Open AI GPT-3.5 turbo

EDUCATION

Execuitve PGP in Data Science   May '21 - Jul '22

IIIT Bangalore   Bangalore, IN

M. Tech.   Aug '12 - Jul '14

NIT Warangal   Warangal, IN

B. Tech.   Aug '08 - Jun '12

UPTU   Greater NOIDA, IN