# RAVAL SHUBHAM BHAVESHKUMAR

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## PROFESSIONAL SUMMARY

A dedicated final-year B. Tech Information Technology student with a strong foundation in software development and core IT concepts. Experienced in academic and project-based learning, with good problem-solving skills and a willingness to learn and adapt to new technologies.

## EDUCATION

**Parul Institute of Engineering and Technology (PIET), Parul University**
- B. Tech in Information Technology (2022 – 2026)
- CGPA: 7.05 (up to 6th Semester)

**A.B. Higher Secondary School, Navsari**
- 12th Standard – GSEB (2022)
- Percentage: 57.69%

**K.V.S.H. Dayal Nagar and M.N. Naik Higher Secondary School, Navsari**
- 10th Standard – GSEB (2020)
- Percentage: 69.66%

## SKILLS                                        LANGUAGES : HINDI, ENGLISH, GUJARATI

**Programming Languages:** Python, Java

**Databases:** MongoDB, DBMS, Firebase

**AI & Data Tools:** LangChain, FAISS, Hugging Face Embeddings, Ollama

**Frameworks & Platforms:** Streamlit, FastAPI, Dify AI

**AI Concepts:** Prompt Engineering, Retrieval-Augmented Generation (RAG), RAG Pipelines

**Development Tools:** Git, Docker, VS Code, Figma

**Other Skills:** Problem Solving, Logical Thinking, Team Collaboration

## PROJECTS

**SAHAYAK – Disaster Detection and Management App (Final Year Project)**

*A disaster detection and management application designed to support emergency response and coordination during critical situations.*
- Contributed to frontend development with a focus on clean UI and user-friendly interactions.
- Conducted research using disaster management papers and collected datasets for API integration.
- Coordinated with team members to align frontend components with backend workflows.

**RAG-Based AI Knowledge Assistant for Company Policies**
*A document-based AI system that answers user queries by retrieving relevant information from company policy documents.*
- Designed and implemented a RAG pipeline using document chunking, embeddings, and vector search.
- Used FAISS to retrieve the most relevant context for each query.
- Integrated a local LLM via Ollama to generate context-aware responses with safe fallback handling.

**AI Customer Support Agent with Workflow Automation (Dify)**
*A workflow-driven AI customer support system that automates responses for common customer service requests.*
- Designed and implemented multi-step workflows using Dify.
- Implemented intent detection for order tracking, complaints, cancellations, and general queries.
- Integrated backend APIs using FastAPI and connected a knowledge base for FAQ and policy handling

## CERTIFICATIONS
- Data Visualization – Forage (Dec 2024)
- Native Android App Development
- PU Code Hackathon 2.0