LAKSHAY KAPOOR

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**SUMMARY**

Innovative and results-driven professional with expertise in leveraging GenAI technologies, data engineering, and machine learning to achieve strategic outcomes. Proficient in Python, LangChain, vector databases (Pinecone, Chroma), and cloud platforms (AWS, GCP). Experienced in designing Generative AI pipelines, deploying models, and building data pipelines using Airflow. Strong foundation in mathematics and computing, delivering scalable and innovative solutions to complex challenges

**PROFESSIONAL EXPERIENCE**

**American Express** Gurgaon, India

**Associate - Digital Product Management** February 2025 – Present

* Developed a GenAI-driven Python model to uncover whitespace in the Middle East’s software sector, empowering private equity firms with more strategic investment decisions
* Enhanced the digital scorecard tool by creating ETL pipelines with vendor APIs such as Semrush and Ahrefs, enabling targeted strategies that increased key business metrics
* Deployed a custom GPT-based pipeline using LangChain for advanced LLM orchestration, automating the creation of industry and sector POVs for one of the largest sovereign wealth funds
* Implemented a GPT-based model trained on historical proposals, significantly accelerating prototype creation for new RFPs and reducing turnaround time for high-value client engagements

**Bain & Company** Gurgaon, India

**Analyst** January 2024 – February 2025

* Evaluated and benchmarked business metrics for a household appliance manufacturer and supplier to enhance sales from e-commerce platforms. Developed a digital domain strategy that enhanced return on ad spend (ROAS) and key business metrics through effective problem-solving.
* Created industry and sector POVs to enable targeted selection of investment opportunities for one of the largest sovereign wealth funds, overseeing an AUM of USD 620B. Demonstrated expertise in client
* development and the presentation of complex financial analyses to facilitate decision-making.
* • Contributed to the preparation of project proposals in response to RFPs, enhancing business development
* efforts.

**Zupee (Cashgrail Private Limited)** Gurgaon, India

*A $600M, rapidly growing gaming company with a 95% market share in India's online casual and board games*

**Data Engineer** July 2023 – January 2024

* Developed and implemented an ML-powered anomaly detection system, reducing false alerts by 80% over rule-based approaches and significantly enhancing operational reliability
* Engineered a proof of concept (POC) for churn reduction using Elo rating-based matchmaking, leveraging historical data insights to decrease churn by 20% and drive strategic business improvements
* Designed end-to-end data pipeline orchestrated on Airflow for the CRM team, integrating third party API with AWS Lambda to store call data in Amazon S3 and provide real-time insights through Amazon Athena, improving first-call resolution by 15%

**EDUCATION**

**Netaji Subhas University of Technology** 2019 – 2023

**B. Tech Mathematics & Computing – 8.41/10**

* Won the Grand Finale of the Smart India Hackathon by developing a workspace app for the Ministry of Finance, demonstrating exceptional problem-solving and adaptability in a dynamic, high-stakes environment
* Predicted the 2020 midterm USA election results using a transformer approach on tweets, demonstrating the ability to derive actionable insights from complex data. Published findings at the 2023 International Conference on Network, Multimedia, and Information Technology, indicating strong communication and presentation skills

**VOLUNTEERING AND LEADERSHIP EXPERIENCE**

* Bain Gurgaon Initiatives: Actively contributed to Bain Gurgaon initiatives through knowledge-sharing programs and organizing offsite events, fostering collaboration and a strong team culture
* Volunteer, Prayas Society: Mentored underprivileged students and organized workshops to support education and skill development
* Senior Member, Geekoz IT Club: Conducted a hackathon that drove engagement in technology and innovation initiatives among students
* Academic Head, Indian Game Theory Society (IGTS): Led workshops and mentoring initiatives, advancing game theory applications and fostering analytical excellence