

## EDUCATION

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**Bachelor of Technology (ECE)**, Jaypee Institute of Information Technology **2015 - 2019**

With 6+ years of experience in AI & Cloud, I have created business outcomes through intelligent solutions. I am passionate about technology and actively explore the latest trends in AI, including the recent innovations like Google AI Studio, which helps bring cutting-edge ideas into a reality.

## SKILLS

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**Technical** Generative AI, Vibe Coding, Artificial Intelligence, Python, FastAPI, Google Cloud, Docker, Kubernetes, CI / CD, Git, PostgreSQL, MongoDB, Power BI, A / B Testing, Atlassian Suite

**Business** Product Roadmap Strategy, Market Research, Program Management, Stakeholder Management

## EXPERIENCE

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**AUGUST 2019 - PRESENT**

**Personal Project - Portfolio Design**

**Aug 2025 - Present**

- Designed a single page application using Lovable, to showcase personal projects on web, using React and Python
- Implementing a **Contact Me** functionality that will enable users to send me a message, parsing it into my inbox
- [Link to Personal Portfolio](#)

**EY BengaluruIndiadia - Prompt Engineer - CX Transformation**

**Jan 2024 - Present**

- Built Azure pipelines to ingest and process audio calls for AI analysis, using speech-to-text (STT) transcription
- Integrated Azure AI services for automated PII detection, redaction of entities using Python in Azure functions
- Leveraged generative AI models (gpt-4o) for KPI-driven conversational analysis to extract actionable insights
- Developed structured outputs and interactive Power BI dashboards to enable leadership decision-making
- Collaborated with stakeholders to identify AI opportunities to align on strategic goals and solve problems
- Achieved **\$23k** in annual operational expenditure & increased First Contact Resolution (FCR) rate by **30%**

**AI Engineer - Real-Time Agent Assist (EY India)**

**Apr 2023 - Dec 2023**

- Enabled real-time STT transcriptions of live calls to improve agent guidance using Azure Cognitive services
- Automated post-call summary, sentiment analysis and recommendation steps to reduce manual agent effort
- Improved overall customer experience interacting with agents using the integrated multi-language support
- Improved Net Promoter Score (NPS), customer sentiment shift by **60%**, and improved overall customer retention

**DevOps Engineer – Conversational AI Unicorn (EY India)**

**May 2022 - Feb 2023**

- Successfully led the implementation and automation on GCP using Docker, GKE & Run, ensuring scalability
- Developed application monitoring in PowerBI to enable real-time visualization and critical event alerting
- Streamlined processes from Atlassian's JIRA for project management & Confluence for documentations
- Led a 3-member team to successfully implement and deploy products, ensuring scalability, reliability & security

**Software Engineer - Pricing Model (EY India)**

**Nov 2021 - May 2022**

- Architected a Resource Allocation & Pricing Model to optimize cost & implementation profitability
- Generated **\$85k+** from recurring revenue streams by implementing the pricing model for multiple customers
- Designed a scalable and secure application architecture & successfully deployed it on Google Cloud (GCP)

**Infosys TrivandrumIndiadia - DevOps Engineer**

**Aug 2019 - Nov 2021**

- Designed and developed a robust Single Page Application (SPA) with node.js and ReactJS (JSX) stack
- Efficiently deployed microservices architecture on AWS, leveraging Docker and Kubernetes for scaling-up