

# **YUG PRATAP GUPTA**

## **AI AUTOMATION & BUSINESS SYSTEMS ENGINEER**

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### **Professional Summary**

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AI Automation & Business Systems Engineer specializing in agentic AI workflows, predictive decision engines, and event-driven automation architectures across CRM, ERP, analytics, and cloud systems. Experienced in designing scalable automation pipelines integrating APIs, databases, and LLM-powered intelligence layers to optimize revenue operations, branch performance, and executive decision-making. Strong expertise in Python, SQL, n8n, LLM APIs, and cloud-native systems

### **Skills**

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**AI & Intelligent Automation:** Agentic AI Systems | OpenAI & Gemini APIs | LLM-powered Insight Generation | Embeddings | Prompt Engineering | Autonomous Workflow Design

**Systems & Integration:** REST APIs | Webhooks | Event-driven Architecture | Cross-system CRM-ERP-DB Integration | Workflow Orchestration (n8n) | Error Handling & Retry Logic

**Data & Analytics:** Python (Pandas, NumPy) | SQL (Advanced Queries, CTEs) | ETL Pipelines | KPI | Random Forest | Time-Series Forecasting

**Tools & Platforms:** GCP | Cloud SQL | Power BI | Google Apps Script | Git | SAP Signavio | SAP Solution Manager

### **Experience**

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#### **Assistant Manager – BIU | Satin Creditcare Network Limited, Gurgaon**

**Aug 2025 – Present**

- Architected AI-driven operational monitoring systems across 250+ branches, integrating predictive risk models with automated decision workflows for collections and performance optimization.
- Engineered API-driven ingestion pipelines processing millions of KYC, disbursement, PAR, and branch performance records for near real-time analytics.
- Built centralized dashboards enabling leadership visibility into branch-level KPIs, asset quality, and portfolio risk.
- Developed state-wise KYC and disbursement forecasting models incorporating geography, seasonality, festivals, political factors, and crop cycles to drive data-backed target allocation.
- Conducted competitive intelligence analytics assessing growth, asset quality, and operational efficiency benchmarks.

**Impact:** Reduced manual consolidation effort, improved proactive monitoring, and enabled data-driven branch performance strategies.

#### **Data Analyst | Nectar Lifesciences Ltd.**

**Feb 2024 – Aug 2025**

- Managed 50k+ engineering items, 1000+ vendors, and 1000+ pharma raw materials across integrated IMS and PMS ecosystems with end-to-end workflow visibility.
- Designed and deployed automation pipelines across Google Sheets, n8n, SQL, CRM, ERP, and cloud systems using REST APIs and webhooks—reducing manual operational effort by ~60%.
- Built autonomous event-driven workflows with branching logic, monitoring, and failure handling across vendor onboarding, CRM flows, stock alerts, and production processes.
- Developed churn prediction, CLTV, and demand-forecasting models integrated into automated email/WhatsApp decision workflows, improving retention metrics by 6%.
- Implemented LLM-powered analytics pipelines using Gemini API to generate automated executive summaries and intelligent insights within workflows.  
Designed dynamic Power BI dashboards enabling real-time KPI tracking and system performance monitoring.  
Led A/B testing initiatives with sales and support teams, improving engagement metrics by 8%.

**Impact:** Automated cross-functional systems (CRM, inventory, HRMS, production), reduced operational bottlenecks, and enabled AI-assisted decision support.

### **Education & Courses**

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#### **Bachelors in Computer Science Engineering | Chandigarh University, Gharuan ([Spez. in Big Data Analytics](#)) | Score: 7.91 CGPA**

**2020 – 2024**

[SAP Business Analyst – Professional Certificate](#)

[Google Data Analytics Professional Certificate](#)

[Google Cloud Certified: Cloud Data Engineer](#)

[Google Project Management: Professional Certificate](#)