**Saurabh Kumar**

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**Objective**

To work in a creative and challenging environment where I could constantly learn and successfully deliver solutions to problems and help create a friendly, professional, and participating work environment.

**Experience**

**Infosys Ltd.** 11/2021 - Present

Job Role: Senior Systems Engineer

* Currently I am designated as a Senior Systems Engineer with a total experience of 2.7+ years at infosys Ltd. on both internal and client projects.
* My work includes the integration of RAI tenets with use-case of either it is for internal or for client requirements.
* Designed and implemented Python-based chatbots for customer support, resulting in a 20% reduction in response time and reduced the time to do various tasks manually.
* Integrated various bots to provide end to end Solution for client use-cases.
* Collaborated with cross-functional teams to gather requirements and iteratively improve the bot performance based on user feedback.

**Key Roles and Responsibilities:**

* Work on the architecture of use-case to integrate the best RAI tenets applicable to make the AI solution with ethical concern, ensuring fairness, complying with regulations.
* Work with a use-case team to integrate the RAI guardrails smoothly and deliver the solution on time to make it live.
* Monitoring the use-case to confirm that RAI guardrails are properly using with their best performance.
* Update the RAI tenets as per the use-case requirements based on end user feedback.

**Education**

* **Aryabhatta knowledge University**

B.Tech(Computer Science and Engineering)

75.14%

**Skills**

**Technical Skills:**

* Machine Learning
* Web Development (Flask, Django)

**Programming language:**

* Python
* SQL
* C

**Version Control:**

* GIT

**Server** **Management:**

* Linux
* windows
* Putty

**Database Management:**

* MySQL

**Others Skills:**

* Proficient in Microsoft Office
* Strong understanding of Data Structure
* Effective Team Player
* Excellent Problem-Solving Skills
* Experience with Jira for project management

**Projects**

* **Project 1: Responsible Artificial Intelligence (RAI)**

**Technical Environment:** fast API, Python

**Project Overview:**

To integrate the best suites of RAI to use-case which adopt the AI as their solution. AI solutions can contain biased results based on data that is used to train the model, so my responsibility is to make that AI solution ethically considerate, trusty, acceptable, robustness, reliable, legal, regulatory compliance and to increase the overall performance of AI solution.

**Currently working Tools**

Fast API, python, MySQL

* **Project 2: Bot Generation**

**Project Overview:**

To Develop a robust python-based task automation bot to streamline repetitive processes and enhance the team efficiency. Utilization of error-handlining to ensure Bot handles unexpected scenarios, Minimizing the disruption and reducing response time to improve the customer satisfaction.

**Training**

* **Machine learning training**I have completed the online training from E and ICT Academy, IIT Kanpur and scored the Excellent performance level. Training includes supervised, unsupervised, reinforcements learning, classification, regression and various machine learning techniques and algorithms and also worked on various datasets to extract the insight from them.
* **Training on Python programming**

I have completed the online training on python from Udemy which includes the python concepts and scored good and got the certification.