DINESH BHATIA

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SUMMARY

GenAI Engg. with experience in predictive modeling, machine learning algorithms, NLP, RAG-based AI solutions, and advanced data analytics. Proficient in Python, SQL, Flask, and cloud services with expertise in developing, training, and deploying AI models. Passionate about using data-driven insights to solve real-world problems.

WORK EXPERIENCE

Associate AI Engineer (Internship) , Jungleworks   **June 2024 - May 2025**

- Developed a RAG-based AI chatbot to optimize customer support operations by automating query responses, reduced customer query response time by 30%.
- Built a microservice in Python & Flask Framework which can predict food preparation time according to the previous data & real-time data with 90% accuracy.
- Built a microservice in flask which can predict no. of expected rides for a week for Jugnoo with accuracy more than 85%.
- Conducted customer segmentation using RFM modeling to analyze purchasing behavior.
- Researched and implemented LangChain and LlamaIndex to enhance AI workflow efficiency.

ML Intern, Space Window   **June 2023 - July 2023**

- Learned concepts of Machine Learning & then did data analysis on live data provided by the company .
- Created Dashboards for users and administrators of applications.
- Built a machine learning model using Random Forest and Gradient Boosting to predict house prices with 99% accuracy.

PROJECT EXPERIENCE

RAG based Customer Support Agent

- Built a RAG-based AI Helpdesk agent for Tookan to deliver instant and context-aware customer support.
- Implemented vector database search and embeddings for efficient retrieval of relevant support content.
- Developed a pipeline for preprocessing, chunking, and indexing support documents to improve response accuracy.
- Improved customer support efficiency by reducing manual workload and enhancing first-response accuracy.

Intelligent Customer Profiling & Segmentation

- Designed and implemented an AI-driven profiling system using RFM analysis to segment customers into actionable cohorts.
- Experimented with multiple clustering models and finalized the most accurate approach to enhance customer targeting.
- Provided data-driven insights that enabled personalized marketing strategies and improved customer retention.

AI-Powered Demand Forecasting System for Yelo

- Developed an AI-driven demand forecasting system for Yelo, leveraging Prophet to model seasonality, trends, and irregular patterns in order data.
- Automated the entire data pipeline (collection, cleaning, outlier handling, and preprocessing) to ensure reliable and consistent inputs for forecasting.
- Delivered forecasts with an average ~85–90% accuracy (based on MAPE/MAE evaluation), enabling better surge pricing decisions and operational planning.

EDUCATION

Bachelors of Technology in Computer Science Engineering   **Sep 2021 - June 2025**
GNA University, Phagwara

SKILLS

- **Languages:** SQL, Python , JS
- **Development Frameworks:** Flask, REST APIs, LangChain, Langflow, FastAPI
- **Database Management:** SQL, PostgreSQL, MongoDB, Firebase
- **AI & ML:** Scikit-Learn, TensorFlow, PyTorch, NLP, Deep Learning, RAG, Agentic AI, LLMs
- **Deployment :** Docker, Containerization , AWS Foundations
- **Others :** OAuth , JWT , Scripting, Chatbot Architecture

ACHIEVEMENTS

2022

Google Cloud Ready #1

- Participated in Google Cloud Ready program conducted by Google cloud & Qwiklabs in collaboration with NIT, Jalandhar.
- I completed milestone #1 & got goodies as a reward from Google Cloud.

2022

National Mathematics Day (2nd Prize)

- Got 2nd prize in the category of working models on National Mathematics Day 2022 at GNA University.
- We made a Real-time Object Detection Model using python and OpenCV, we also explained the math behind it.

2022

National Science Day (3rd Prize)

- Got 3rd prize in the category of working models on National Science Day 2023 at GNA University.
- Where we showcased our model of Real-time Solar Tracker using Arduino UNO which helps to produce 30% more energy than normal solar panels.

CERTIFICATIONS

- Red Hat System Administration RH124   **2023**
  Issued by RED HAT

- AWS Cloud Architecting   **2024**
  Issued by AWS Academy

- Programming with JAVA (Silver Badge)   **2023**
  Issued by IIT Kharagpur