

Dhanush B

Senior Software Engineer

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SUMMARY

For the past **4.8 years**, I've been working with **LTM** with current designation as **Senior Software Engineer** across a wide range of technologies and domains. My focus has now shifted to a deep **specialization in Generative AI**. Building **AI Agents** using Python and **Large Language Models (LLMs)** and **Conversational AI** solutions for enterprise contact centre using Node.js and Azure AI Services. I contribute significantly to business development through the creation of impactful technical **Minimal Viable Product (MVP)** and the provision of AI expertise for **Requests for Proposals (RFPs)**, which aid in the acquisition of new clients.

PROFESSIONAL EXPERIENCE

LTM (ERSTWHILE LTIMINDTREE)

WHITEFIELD, BANGALORE.

SENIOR SOFTWARE ENGINEER WITH AI & ML EXPERTISE

Feb 2023 – Present

Selected Project Experience

- **Agentic AI Research Assistant using Google Gemini, LangChain, and LangGraph.**
 - Developed an Agentic AI-powered research assistant leveraging Google Gemini, LangChain, LangGraph, and Google ADK to support consumer insights and research workflows.
 - Implemented **Prompt as a Service (PRaaS)** and migrated application prompts to a centralized prompt management framework.
 - Built backend APIs to orchestrate communication between frontend applications and AI agent services.
 - Integrated **Google Firestore/Firebase** for session management, conversation history, and state persistence.
 - Optimized prompts and agent decision workflows to improve response quality, reasoning accuracy, and overall user experience.
- **Consumer Learning and Market Research Platform on Google Cloud Platform (GCP).**
 - Developed scalable backend APIs using **FastAPI, SQLAlchemy, Alembic, and Uvicorn** for a supplier-facing consumer research platform.
 - Engineered an email notification framework supporting 25+ business workflows, including automated reminders, approvals, and status updates.
 - Implemented serverless automation using **Google Cloud Functions and Cloud Scheduler** to trigger recurring notifications and business processes.
 - Hosted microservices on **Google Cloud Run** and integrated with **Cloud SQL** and **Cloud Storage** for data persistence and document management.
 - **Integrated Coupa through XML-based services** for research study and GR submissions, while collaborating with Data Engineering teams on Salesforce-to-platform data migration and schema alignment.
- **IVR and Chatbot on Node.js and Microsoft Bot Framework.**
 - Introduced 2 new feature in the existing Contact Center built on **Microsoft Bot Framework** Waterfall Dialog using **Node.js**, Microsoft Bot Framework Emulator
 - Created a new CLU model in **Azure Language Studio**, by validating F1 Scores and Performance Matrix.
 - Integrated the new RESTful APIs of Service Now with respect to the new features and deployed in Azure App Services.
 - Written an Python script to restore the data for Database from Logs when the Database was down for 5 days.

Center of Excellence (CoE) Contribution:

- Led the development of an **Agentic AI platform for marketing workflows** using LangChain, LangGraph, and **Azure OpenAI**, managing a team of 6 engineers from design through deployment.
- Engineered custom Generative AI solutions by fine-tuning **FLUX (LoRA) and Llama 2 models**, enabling specialized content generation and internal AI-assisted productivity tools.
- Developed an AI-powered **Smart Agent Dashboard and intelligent contact center solutions** leveraging GenAI capabilities.
- Built multiple high-impact POCs and technical demos, including Gaze Point Detection using Python and MediaPipe, and Azure OpenAI-powered content generation and marketing automation solutions.
- Implemented conversational and agentic AI solutions using **AWS Connect, Bedrock, Lambda, Kendra**, on **AWS and Dialogflow CX** on GCP for customer support and e-commerce use cases.

- Working as a Content Partner for internal LMS by creating and curating 250 courses on data.
- Internal SME for GCP and drove 4 Certification sessions and multiple calendar sessions for upskilling the corporate employees.
- Introduced more than 40 courses in LMS on GenAI by curating them and creating the assessments for learning validation for the learners.
- Worked as Technical SME and Technical Co-Ordinator for Internal Hackathon as a learning behavior for internal associates.

EDUCATION QUALIFICATION

BIRLA INSTITUTE OF TECHNOLOGY	Pilani
Work Integrated, Master Degree in Computer Science	2022-2026
Securing 9.2 CGPA	
VIJAYANAGARA SRIKRISHNADEVARAYA UNIVERSITY	Bellari, Karnataka
Bachelor of Computer Application, Major in Computer Science	2018-2021
Securing 8.82 CGPA	

CERTIFICATIONS:

- Google Certified: Professional Cloud Architect
- Google Certified: Associate Cloud Engineer
- Google Certified: Professional Data Engineer
- Microsoft Azure: AI-900
- Microsoft Azure: AZ-900
- AWS Cloud Practitioner
- Snowflake Certified: SnowPro Core

SKILLS:

AI & Machine Learning

- **LLM Frameworks:** LangChain, LangGraph
- **Generative AI:** Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), Prompt Engineering, AI Agent Context Modeling/Protocol, AI Agents
- **Model Specialization:** LLM Fine-tuning, LoRA, Llama 2, FLUX (Image Generation), Media-Pipe
- **Conversational AI:** Microsoft Bot Framework, Azure CLU, Amazon Lex, Amazon Connect, Google Dialogflow CX, Kore.ai

Cloud Platforms & Services

- **Microsoft Azure:** Azure Open-AI Services, Azure Cognitive Services, Azure App Services
- **Amazon Web Services (AWS):** AWS Lex, Amazon Connect, AWS Lambda
- **Google Cloud (GCP):** Core Platform Services like Cloud SQL, Run, Logger, Buckets, Workstation, Schedulers, Functions, BigQuery, VertexAI, Compute, Network, IAM.

Programming & Development

- **Languages:**
 - Python with FastAPI and Flask API, Alembic, SQLAlchemy, pytest.
 - Node.js with MS Bot Framework
- **Dev Tools & CI/CD:** Git, GitHub, Azure DevOps, REST APIs
- **Databases:** Azure SQL, GCP Cloud SQL, Firebase, CosmosDB.

OTHER INFORMATION:

- **Hackathon:** Built an AI-powered EdTech solution using OCR, NLP, and Generative AI to automate assignment grading and personalized feedback generation.
- Drove AI innovation through continuous research, prototyping, and knowledge sharing on LLMs, LangChain, CrewAI, and Agentic AI frameworks. s

