

# SHRADDHA ABHANG

Senior GenAI Engineer | AI Agents | Multi-Agent Systems | RAG | Enterprise AI Automation

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Open to Relocate | Visa Sponsorship Required

## Professional Summary

Senior GenAI Engineer with 3+ years of experience specializing in AI Agents, Retrieval-Augmented Generation (RAG), enterprise automation, LLM-powered applications and workflow automation solutions. Experienced in building production-grade AI systems using OpenAI, LangChain, LangGraph, Vertex AI, FastAPI, AWS, and Google Cloud across fintech, compliance, and document intelligence domains.

## Core Skills

**Generative AI & Agentic Systems:** AI Agents, Agentic Workflows, Retrieval-Augmented Generation (RAG), ADK, LangChain, LangGraph, LlamaIndex, OpenAI, Gemini, Ollama

**AI Architecture & Orchestration:** Multi-Agent AI Systems, LLM Orchestration, Google Agent Development Kit (ADK), LangFlow, AI Workflow Automation, Enterprise AI Architecture, AI Observability, Prompt Caching, OpenTelemetry, Model Guardrails, Inference Optimization, Feature Flags, Unleash

**AI Engineering:** LLM Evaluation, Prompt Engineering, MCP (Model Context Protocol), Tool Calling, Guardrails, AI Safety, OCR, Surya OCR, NLP, Computer Vision, Text-to-SQL

**Backend & Infrastructure:** Python, FastAPI, REST APIs, Server-Sent Events (SSE), Docker, Redis, PostgreSQL, MongoDB, Cloud SQL

**Vector Databases:** Qdrant, FAISS, Neo4j, Chromadb vector store

**Cloud & AI Platforms:** AWS, Bedrock, Google Cloud Platform (GCP), Vertex AI, Google RAG Engine, EC2, S3, Microsoft Copilot, Azure

**Frontend & AI Interfaces:** Streamlit, Gradio, React, Next.js

**ML Engineering & MLOps:** TensorFlow, PyTorch, Docker, Kubernetes, Git, CI/CD for ML, Model Monitoring, Model Deployment

## Professional Experience

### Senior Gen AI Engineer, Indian Tec Solutions

Dec 2025 - Present

- Architected and developed a multi-agent customer support platform using Gemini, Google ADK, and RAG, automating issue resolution, ticket creation, and website assistance.
- Implemented enterprise-grade guardrails, prompt caching, and AI safety controls, reducing inference costs by 75% while improving response quality and reliability.
- Designed RAG pipelines using Vertex AI RAG Engine to enable accurate enterprise knowledge retrieval and context-aware responses.
- Built AI workflow automation systems, reducing operational workload by 80% through intelligent process orchestration.
- Developed LLM evaluation frameworks and observability dashboards, reducing hallucination rates and improving response quality monitoring, customer interactions & system performance.

### Sr Software Engineer Gen AI, CSC

May 2025 - Nov 2025

- Developed RAG-powered document intelligence applications, automating enterprise document extraction workflows using Ollama, FastAPI, Docker, and Gradio.
- Customized OpenWebUI with sensitive data masking, prompt sanitization, and privacy controls using SpaCy & NLP techniques.
- Built AI-driven solutions for banking assessments, KYC classification, and compliance automation.
- Developed an enterprise Document QA platform processing 5,000+ documents daily using OpenAI, LangChain, FAISS, and OCR pipelines.
- Implemented dynamic prompt generation using user context, document metadata, and retrieval outputs to improve response accuracy and workflow automation.
- Developed a Text-to-SQL analytics assistant using Vanna AI & MCP, enabling secure natural language interaction with enterprise databases & automated generation of reports, insights, & visualizations.

- Built bank statement intelligence systems supporting 15+ banking formats, automating financial data extraction using OCR, Python, and custom document parsers.
- Developed AI-driven KYC verification, fraud detection, and document processing solutions using Machine Learning, Computer Vision, and OCR.
- Built predictive analytics and risk scoring models using TensorFlow and Python to support automated business decision-making.
- Processed and analyzed 10TB+ of data using Python, Pandas, and MongoDB, enabling large-scale analytics and automation.
- Developed AI-powered insurance claim and identity verification systems, reducing processing time from hours to minutes.
- Deployed machine learning applications on AWS using Docker-based deployment pipelines.

**Data Scientist | GET, LenDenClub****June 2023 - Dec 2023**

- Developed machine learning solutions for credit risk assessment, customer analytics, and lending decision workflows using Python, Pandas, and MongoDB.
- Built fraud detection and predictive risk scoring pipelines for financial documents using OpenCV, PyPDF, and Machine Learning techniques.
- Developed AI-powered customer support automation systems, improving query resolution efficiency through intelligent workflows.
- Designed scalable FastAPI-based services and contributed to codebase modularization through reusable internal Python packages.
- Deployed ML applications on AWS using Docker-based deployment pipelines.

**Key AI Projects****Multi-Agent Customer Support & Automation Platform**

- Developed a multi-agent AI assistant using Gemini, Google ADK, Vertex AI RAG, Guardrails, and LLM Evaluation for automated customer support and ticketing workflows.

**Enterprise Document Intelligence & Question Answering System**

- Multi-modal RAG platform for document QA, OCR extraction, enterprise search, and knowledge retrieval.

**Smart KYC Verification & Insurance Automation Platform**

- AI-powered identity verification, document validation, and claim processing automation.

**Financial Document Intelligence & Fraud Detection**

- OCR-driven fraud detection and bank statement analysis supporting 15+ banking formats.

**Text-to-SQL Analytics Assistant**

- Natural language to SQL analytics platform using Vanna AI for enterprise reporting and insights.

**Certifications, Research & Leadership**

- Oracle Cloud Infrastructure 2024 Generative AI Certified Professional (87.5%)
- Agile Project Management Certification (HP) | IBM AI Foundations | Microsoft MTA Python
- Published research paper on Brain Tumor Detection in International Journal for Research in Applied Science & Engineering Technology (IJRASET).
- Led enterprise AI initiatives spanning multi-agent systems, RAG platforms, and workflow automation.
- Increased Google Developers Student Club engagement by 45% through analytics-driven content strategy.

**Education:**

- Bachelor of Engineering, Information Technology, University of Mumbai, CGPA: 8.41/10 , 2023
- Diploma in Information Technology, Maharashtra State Board of Technical Education, 86.55% , 2020