

Gurunam Singh Lohia - Gen AI Developer — Prompt Engineer

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Summary

Innovative and results-driven AI Specialist with extensive experience in developing cloud-native AI solutions for customer service, product recommendations, and software development support. Proven expertise in building sophisticated chatbots, real-time customer interaction analysis tools, and retrieval-augmented generation (RAG) systems. Adept at leveraging advanced machine learning techniques to enhance user experience, optimize operational efficiency, and provide actionable insights. Demonstrated ability to lead proof-of-concept projects and deliver scalable, cost-effective AI-driven solutions across various industries.

Professional Experience

Tata Consultancy Services (TCS)

Gen AI Developer — Prompt Engineer — July 2022 - Present

- Contact Center AI Platform Development
Built a cloud-native platform for real-time call analysis, including transcripts with timestamps, Sentiment analysis, and call analytics using chain-of-thought prompting with Vertex AI service of GCP.
- RAG Chatbot Development
Created a chatbot using Retrieval-Augmented Generation (RAG) that accesses external knowledge sources to complete tasks.
- AI Product Recommendations Chatbot
Developed a chatbot to recommend products based on user behavior and automate the ordering process.
- Test Script Generation Tool
Designed a tool to generate test scripts, detect errors, and assist with coding, similar to GitHub Copilot.
- Vendor-Specific Product Chatbots
Built chatbot using ReAct prompting for Lenovo, HP, and Dell to help customers find products matching their specifications.
- Generative AI Chatbot with Alexa Skills
Created a generative AI chatbot using Alexa skills for enhanced user interaction.

Check Out

<https://gurnam-ai-pdfchatbot.hf.space>
(More apps on the Space!)

Education

- **Bachelor of Engineering (BE) in Information Technology**
Sinhgad School of Engineering, Pune, Maharashtra (2018-2022)
Graduated with a CGPA of 8.2
- **Higher Secondary Certificate (HSC)**
St. Xavier's English High School, Thane, Maharashtra (2016-2018)
Achieved 71
- **Secondary School Certificate (SSC)**
KSD Shanbhag Vidyalaya, Satara, Maharashtra (2015-2016)
Scored 87

Prompt Engineering

- Zero-Shot Prompting
- Few-Shot Prompting
- Chain-of-thought Prompting
- Self-Consistency
- Generate Knowledge
- Automatic Reasoning and Tool-use
- Directional Stimulus Prompting
- ReAct
- Reflexion
- Mutlimodal CoT

Prompt Hub

- Classification
- Coding
- Creativity
- Evaluation
- Information Extraction
- Image Generation
- Mathematics
- Question Answering
- Reasoning
- Text Summarization
- Truthfulness
- Adversarial Prompting

Data Science and Machine Learning

- LLM Generative AI
- Langchain, llama-Index
- AI cloud
- OpenAI, VertexAI, AI21, LLAMA2, DALL-E, etc
- Vector Databases - Pinecone, FAISS, ChromaDB, etc
- MYSQL, NOSQL, PostgreSQL
- Fine Tuning
- Conversational AI
- Transformers - BERT, GPT, etc
- Django, Flask, FastAPI
- Scikit-Learn
- Tensorflow, Keras, Pytorch
- NLP (Natural Language Processing)
- REST API
- Unit Testing

Cloud

- **GCP:** CCloud Functions, Bigquery, Cloud Run, Vertex AI, Dialogflow CX, Cloud Bucket etc
- **AWS:** Lambda, Lex, Elstac Beanstalk, Amazon EC2, S3, CX, Dynamo DB, etc

Certifications

- Google Cloud Certified Associate Cloud Engineer

Skills

- Machine Learning and AI
- Full Stack Python
- Chatbot Development using Dialogflow CX
- Frontend Development (HTML/CSS/Javascript)
- Team Collaboration
- Project Management
- Cloud Platforms: GCP and AWS
- Creative Thinking
- Adaptability
- Communication
- Results-Driven

Hobbies

- Road Trips
- Music