

RISHABH JAIN

Software Development Engineer

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Overview

Experienced software engineer with about half a decade of exposure working directly under company founders and CTO on various projects, including the development and launch of new products.

Experience

Tech Lead @Closeloop Technologies, India June'23-Present

- Leading cross-functional teams to deliver high-quality, scalable software solutions and driving technical excellence across projects.
- Architected and implemented advanced LLM-driven solutions, optimizing operational efficiency for US-based clients.
- Delivering quality code within the defined timelines for US-based clients.
- Develop and maintain the components for various functionalities like:
 - Playback of in-home visit recordings.
 - Visualization of transcripts and key insights from LLM bots.
- Mentor and guide team members to develop their technical skills and professional growth.

Tech stack – Python- Django, Flask, FastAPI frameworks, Celery, AWS, PostgreSQL, React.js, PEP8, Docker, AI - LLM, Data Visualization, ETL, AWS Lambda Functions, LangChain, LlamaIndex

Software Developer @Credmitra Innovations, India November'22-May'23

- Developed OCR-based solutions to automate bank statement parsing.
- Built an MIS dashboard to monitor loan operations for cooperative banks.
- Delivered scalable backend applications using Python and Golang.
- Actively participated in product and business discussions.

Tech stack – Python- Django web framework, AWS, EC2, MongoDB, React.js, GoLang, Docker.

Software Development Engineer @Tata Consultancy Services, India May'21-November'22

- Migrated legacy applications to the Microsoft Cloud environment.
- Developed backend web applications and implemented business logic.
- Resolved client issues and enhanced application functionality.

Tech stack – Python- Django web framework, Azure, Microsoft SQL

Projects

CxC.ai – Transforming Call Management with AI

Revolutionized customer support for the home services industry by developing an advanced AI-driven platform leveraging LLM and RAG technologies.

- Designed a microservices architecture with seamless integration into CRMs like Service Titan using RESTful APIs.
- Implemented real-time sentiment analysis, automated transcriptions, and actionable recommendations.
- Ensured scalability to handle high volumes of interactions without performance degradation.

Skills used – Generative AI, Python, FastAPI, React.js, AWS Lambda Functions, Serverless, RAG

AI Chatbot Solution

Built a highly customizable chatbot platform enabling businesses to deploy AI-powered chatbots in under five minutes.

- Integrated multi-source data (URLs, documents) and intent-based automation for fast, accurate responses.
- Designed workflows supporting API-triggered actions and CRM integration.
- Tailored functionalities to industries like healthcare (appointment scheduling), retail (product inquiries), and finance (data collection).

Skills used – Generative AI, Python, FastAPI, React.js, RAG, MongoDB, Agentic AI

3. AI-Based Text-to-Chart and Data Visualization Solution

Developed a data visualization platform transforming text-based queries into dynamic, interactive charts for actionable insights.

- Powered by AI and advanced visualization libraries to convert natural language inputs into real-time visual representations.
- Supported modular integration with analytics tools or standalone use.

Skills used – Generative AI, Python, FastAPI, React.js, RAG, MongoDB, Agentic AI, DataVisualization, GoogleBigQuery, MySQL, MongoDB

Housing Prices in Buenos Aires

- Build a linear regression model to predict apartment prices in Argentina.
- Create a data pipeline to impute missing values and encode categorical features, and improve model performance by reducing overfitting.

Skills used – Machine Learning, Data Visualization, ETL, Statistics

OCR – Bank Statement Parsing

- Developed an OCR service to OCR scanned and downloaded PDF files for bank statements to reduce the processing time in bank's loan processes.

Skills used – Machine Learning Models, ETL, Python, Django, REST APIs

Education & Certifications

Applied Data Science @WorldQuant University

Oct'22-May'23

- Completed eight end-to-end, applied data science projects
- Demonstrated abilities to explore and clean data, create functions and ETL pipelines to prepare training sets.
- Built machine learning models for supervised and unsupervised learning tasks, and created visualizations to explain data characteristics and model predictions for non-technical audiences.

Certificate URL - https://www.credly.com/badges/89ae3b52-94c0-4dea-b1dd-99f9dd68e130/public_url

B.Tech - Automobile Engineering @SRM Institute of Science and Technology, Delhi

May'17-May'21

- Score- 80%
- Academic Excellence in 2018 (2nd Rank)

Skills & Familiarity

- Backend web development
 - Django Rest Framework
 - Flask API
 - FastAPI
 - GoLang
- Frontend web development
 - React.Js
- Data Visualization
 - AWS Quicksight
 - Tableau
 - PowerBI
- Project Management
 - Agile methodology
 - Jira
- Containerization - Docker
- AI, ML, LLMs
 - Lang Chain
 - Llama Index
 - OpenAI
 - Agentic AI
 - AWS Bedrock
 - Groq
 - CrewAI
- Machine Learning (Linear Regression, Logistic Regression, Decision Trees, Random Forests, Support Vector Machines, Neural Networks)
- Data Engineering/ ETL
 - Data Mining (Exploratory Data Analysis, Feature Engineering, Model Selection, Model Evaluation)
- Data Analysis (Statistical Modeling, Hypothesis Testing, Data Visualization)
- Cloud Platforms
 - Microsoft Azure
 - AWS
 - GCP
- RDBMS & DBMS (MySQL, SQL Server, SQLite, MongoDB, Redis)
- Code versioning
 - GitHub
 - GitLab
- Serverless computing
 - AWS Lambda Functions
- System Monitoring
 - Prometheus
 - Grafana