Palash Saha

GEN AI Developer
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Location: Pune
DOB: 13 Jan 1998
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Professional Experience

Senior Analyst
Capgemini Technology Services India Limited (May 2023 – Present)

Experienced professional specializing in AI-powered chatbot development and intelligent automation, leveraging advanced LLMs, knowledge graphs, and Python to enhance operational efficiency and drive business impact.

1. **Multi-Agent Chatbot for Task Management and Automation**

   Designed and implemented a scalable multi-agent chatbot system to streamline task automation by coordinating specialized agents using structured workflows. Integrated asynchronous task management and external APIs to ensure seamless data processing and decision-making. Enhanced operational efficiency by enabling intelligent conversations and automated problem resolution.
   Technologies Used: Python, LangChain, LangGraph, LLMs, ServiceNow API, NLP, Flask.

2. **Advanced RAG Chatbot**

   Developed a Retrieval-Augmented Generation (RAG) chatbot using Python, integrated with Neo4j for knowledge management and Azure LLM for natural language understanding. Implemented document ingestion pipelines, dynamic session management using Flask, and efficient query handling with a custom retriever. Enhanced conversational AI capabilities by providing contextual and personalized responses.
   Technologies Used: Python, Flask, LangChain, Graph DB, Vector DB, LLMs, Embedding Models.

3. **Automation Development**

   Created Python automation scripts for Windows, Linux, and Oracle, deploying 20+ bots to streamline repetitive tasks, enhance efficiency, and reduce errors.

Lecturer
Techno Main Salt Lake, Stand Alone MCA (July 2022 – April 2023)

Technical Skills

- **Programming Languages**: Python
- **Frameworks**: Django, Flask
- **Databases**: MySQL, Oracle, Vector DB, Graph DB
- **Cloud Platforms:** AWS, Microsoft Azure, Microsoft Graph API
- **Deployment:** Azure Functions, Docker
- **Operating Systems**: Windows Server, Linux Server
- **Artificial Intelligence & Machine Learning**: Gen AI, LLMs, LangGraph, LangChain, NLP, Machine Learning
- **Tools**: VS Code, Copilot Studio, Power Automate

Education

Master of Computer Applications
Techno Main Salt Lake, 2021

Bachelor of Science, Mathematics (H)
Calcutta University, 2018

Training and Internship

IIT BHU (Technex EI System) – 6 Weeks Machine Learning Training
Completed an intensive program on machine learning algorithms, data preprocessing, and model evaluation, with hands-on experience in real-world projects to enhance predictive model accuracy.

Certifications

- Generative AI for Everyone (Issued Apr 2024)
- Generative AI with Large Language Models (Issued Apr 2024)
- Machine Learning Specialization (Issued Nov 2024)
- Azure AI Fundamentals (AI – 900)