

JAYANTH KUMAR PILLAJETTI

AI Engineer · LLM Systems · Agentic AI · Conversational AI

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PROFESSIONAL SUMMARY

AI Engineer with 2+ years of production experience building LLM-powered systems, RAG pipelines, and conversational AI agents at Tata Consultancy Services. Hands-on expertise in LangChain, LangGraph, multi-agent orchestration, and OpenAI/Gemini APIs proven ability to reduce manual effort by 70–80% through intelligent automation. Published patent holder in ML-based predictive systems.

TECHNICAL SKILLS

Languages: Python, SQL, PL/SQL, REST APIs, Git

LLM & AI Frameworks: LangChain, LangGraph, Hugging Face Transformers, RAG, Prompt Engineering, Multi-Agent Systems

AI APIs & Tools: OpenAI API, Google Gemini API, n8n Automation, WhatsApp Business API, FAISS

ML Fundamentals: Scikit-learn, NumPy, Pandas, Supervised Learning, Feature Engineering, Pytorch

Deployment: Docker, Azure, CI/CD Fundamentals, ML flow

Certificates: Azure AI Engineer Associate(AI-102) - Microsoft, Prompt Engineering for developers - DeepLearning.ai

WORK EXPERIENCE

Tata Consultancy Services (TCS) | *AI & Intelligent Systems*

Apr 2024 – Present

- Designed and developing an AI-powered internal support chatbot using LLM-driven logic and RAG over structured SOPs/FAQs, streamlining knowledge retrieval and reducing repetitive query resolution effort
- Driving pilot deployment across internal teams, achieving early improvements in first-response time and enabling potential automation of high-volume Tier-1 support queries through prompt engineering and retrieval optimization.
- Engineered large-scale financial data pipelines within TCS BaNCS (trade capture, settlement, corporate actions) using PL/SQL maintaining 99.9% data accuracy SLA across 10,000+ daily transactions.
- Led cross-functional requirement analysis with 5+ client stakeholders to design scalable, data-driven solutions for regulatory-compliant financial operations, cutting manual reporting effort by 30%.

PROJECTS

Autonomous AI Job Hunter Agent | *Python · LangGraph · LangChain · RAG · FAISS · n8n · Gemini API*

- Built a fully autonomous multi-agent pipeline (LangGraph) that scrapes job listings via Apify, evaluates role-fit through a custom LLM decision engine, and manages end-to-end job tracking — reducing manual search effort by 80%+.
- Designed dynamic resume personalization engine using RAG (FAISS + OpenAI embeddings) with job-specific keyword extraction, improving estimated ATS match scores by 35%+ through context-aware tailoring per application.
- Implemented natural-language query interface via LangGraph agents + Google Sheets for automated company research, status tracking, and personalised outreach generation with zero manual input.

AI-Powered WhatsApp Doctor Appointment System | *n8n · WhatsApp Business API (Meta) · LLM · Google Sheets*

- Built production-grade conversational AI agent on WhatsApp using Meta Business API and LLM-driven dialogue management to fully automate patient appointment workflows — cutting manual scheduling effort by 70%+.
- Engineered multi-turn dialogue state management handling slot conflicts, rescheduling, and cancellations with <2s average response latency using async n8n webhook triggers.
- Integrated Google Sheets as real-time backend managing 500+ patient records and appointment slots with automated error-handling fallbacks, achieving 99%+ workflow completion rate.

EDUCATION

SRM University Andhra Pradesh

Aug 2019 – May 2023

B.Tech, Computer Science — AI & Machine Learning Specialisation

| GPA: 8.2 / 10

ACHIEVEMENTS

- Published Patent:** "System and Method for Heart Disease Prediction Using Supervised Machine Learning Algorithms" — Indian Patent Journal; engineered a unified dataset by merging multiple clinical data sources, improving data quality and achieving high model accuracy for reliable early-stage prediction.
- Spot Award (TCS):** Awarded for exceptional performance in developing AI-driven solutions, contributing to automation and improved operational efficiency.