# KRISHNAKUMAR N

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**Git** : https://github.com/aiatoz

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PIN : 690 529

## SKILLS

### HARD SKILLS

- Machine Learning and NLP
- LiDAR Point Clouds
- Prompt Engineering
- Oracle B2C Service
- Oracle Field Service Cloud
- Python, PHP, jQuery
- SQL

### SOFT SKILLS

- Problem Solving
- Client Interaction
- Collaboration
- Negotiation
- Leadership & Project Management
- Analytical Thinking

## WORK EXPERIENCE

### Speridian TECHNOLOGIES

**Full Time - 2 Years 4 Months**

*Developer*
**Nov 2022 to Apr 2023 | 6 months**
Skills: Oracle B2C Service, Oracle Field Service Cloud, PHP, JavaScript, jQuery, Communication, Leadership

*Associate*
**Oct 2021 - Nov 2022 | 1 yr 2 months**
Skills: Oracle B2C Service, Oracle Field Service Cloud, Oracle Policy Automation, PHP, JavaScript, jQuery, Customer Focus, Attention to Detail

*Trainee Associate*
**Dec 2020 - Oct 2021 | 11 months**
Skills: Oracle B2C Service, Oracle Field Service Cloud, PHP, JavaScript, JQuery

## PROFILE

Pursuing Master of Science in Computer Science at IIIT, Bangalore (2024 - Present). The current research area is LiDAR Point Clouds, Machine Learning and Computer Vision. Apart from this, I have good knowledge and hands-on experience in NLP and Generative AI, demonstrated through practical Python projects.

As a CRM Developer/Consultant, I've 2.5 years of work experience with expertise in both front-end and back-end development. I excelled as the Lead Developer, taking on project ownership and mentoring teams. My project leadership extended to solution design and coordination across cross-functional teams, including Oracle B2C Service, Mobile App, UI/UX, and Testers.

## KEY PROJECT HIGHLIGHTS

### *Machine Learning Projects (Ongoing)*

- LLM Based Web Querying Engine
- LLM Retrieval Augmented Generation
- Indic - English mix AI assistant
- YouTube Querying Engine
- Instagram Bot Detection

Open source models such as Mistral 7b and Llama 2 were used as the base LLMs for the LLM projects. Data sets used are public and custom scraped data sets accordingly.

**Skills** – Large Language Models, Retrieval Augmented Generation, Machine Learning, NLP, Python, Web Scraping

**Key contribution / Highlights**
- Designed the pipeline and developed the solution

### *Human character map generation using various machine learning techniques (Academic Project - 6 months)*

This project processes Instagram's ad data using machine learning techniques such as natural language processing (specifically word embedding), hierarchical clustering, and Naive Bayes. It generates a radar graph to represent the characteristics and nature of individuals. Additionally, it includes a comparison algorithm to identify the best match for each individual based on their interests.

**Role** – Team Leader, Developer
**Skills** – Machine Learning, NLP, Python, Web Scraping

**Key contribution / Highlights**

- Lead the team
- Designed the pipeline and developed the solution

- **Master of Science by Research**

**INTERNATIONAL INSTITUTE OF INFORMATION TECHNOLOGY (IIIT), BANGALORE**

2024 - Present
Field: Computer Science
Supervisor : Dr. Jaya Sreevalsan Nair
Area : LiDAR Point Clouds, Machine Learning, Computer Vision

- **Bachelor of Technology**

**APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY**

2016 - 2020
Field: Computer Science & Engineering
**CGPA: 8.55**

- **Higher Secondary Education**

**GOV. BOYS HSS, KAYAMKULAM**

2013 - 2015
Computer Science
**Percentage : 90.83%**

- **Higher Secondary Education**

**PADANILAM HIGHER SECONDARY SCHOOL**

2013
**Percentage : 100%**

## ACHIEVEMENTS

**Speridian** TECHNOLOGIES

**Spot Award**
November - 2022

**INFORMATION & COMMUNICATION TECHNOLOGY ACADEMY OF KERALA**
ICTAK

**Techathlon 2020 - 3rd Runner-up**

## LANGUAGES

**English**

**Hindi**

**Malayalam**

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### *Condo Automation - Primech Services and Engrg Pte Ltd, Singapore (6 Months)*

Primech's HomeHelpy is an online B2C E-commerce platform that offers various services, including home cleaning, air conditioning services, and disinfection. Condo Automation is a standalone B2B project of HomeHelpy(Primech). It caters to service providers offering cleaning solutions to their clients and is specifically designed to automate their operations. The project includes an AgentWeb interface with several customizations for operational executives, a customized web portal for managing agents to oversee activities and use various functionalities, and a bespoke mobile application for agents and supervisors to track and manage all activities.

**Role** – Developer
**Skills** – Oracle B2C Service, Oracle Field Service Cloud, PHP, jQuery

**Key contribution / Highlights**

- Involved in requirement gathering & system designing phases
- Involved in the development of Managing Agent's Web Portal. The portal includes functionalities like Service Tracking, Concern raising flow, Feedback flow, Miscellaneous features, and customizations.
- Involved in customizing AgentWeb. Including modules like Contract Management, Resource Management, Service Management & Rescheduling, etc
- Managed collaborations among multifunctional teams.
- Facilitated and led customer training sessions.
- Trained and mentored Freshers

### *Primech Services and Engrg Pte Ltd, Singapore (20 Months)*

Primech's HomeHelpy is an E-commerce platform that offers a variety of services, including home cleaning, air conditioning maintenance, disinfection, and more. The platform provides access to a web portal and mobile app with a range of services and functionalities. It includes a backend client for agents to manage customers, resources, tasks, tickets, and other operations.

**Role** – Developer
**Skills** – Oracle B2C Service, Oracle Field Service Cloud, PHP, jQuery, Client Handling
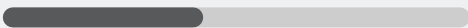
**Key contribution / Highlights**

- Client Handling and problem-solving on a day-to-day basis.
- Involved in the development of Disinfection Service flow, including areas such as booking, rescheduling, etc.
- Involved in several Campaign discussions and implementations. It involves various patterns of bookings, generation and redemption flow of associated Promo codes and custom Mailing Solutions.
- Implementation of a new language (Traditional Chinese) for the system.
- Involved in the design and development the quotation booking flow