Priyesh Dave — Resume

Senior AI Engineer I

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GitHub: PriyeshDave · LinkedIn: priyeshdave21 · Portfolio: Beyond the Prompts

Senior AI Engineer with 8+ years of experience building production-grade AI/ML, NLP, GenAI and agentic AI systems that transform enterprise operations at scale. I specialise in designing intelligent platforms, knowledge-driven automation, agentic workflows, and enterprise AI capabilities that significantly reduce manual effort, improve resiliency, and accelerate decision-making.

Skills

Area	Skills
Generative & Agentic AI	Multi-Agent Systems, MCP, A2A, LangGraph, LangChain, LlamaIndex, RAG, HuggingFace, LoRA/QLoRA Fine-tuning, Model Quantisation
Knowledge & Retrieval	Knowledge Graphs, Graph Databases, GraphRAG, Vector Search, Pinecone, Elastic
AI-ML / NLP	Deep Learning, Transformers, BERT, NER, Statistical Analysis, Clustering, Predictive Modelling, Time Series Forecasting
LLMOps / MLOps	LangSmith, MLflow, Kubeflow, Airflow, Evidently, Grafana, Docker, Kubernetes, CI/CD
Languages / Frameworks	Python, Java, SQL, PyTorch, TensorFlow, Keras, Scikit-learn, spaCy
Data & Cloud	PySpark, Kafka, Hive, PostgreSQL, GCP, AWS

Technical Experience

Senior AI Engineer I — American Express

Bengaluru, Karnataka · Jun 2025 – Present

- Defined the **Digital Workplace Data & Agentic AI strategy** and enterprise roadmap for knowledge discovery and next-generation servicing, scaling agent adoption on **ChatGPT** and **Microsoft Copilot**.
- Established reusable MCP/A2A patterns, simplified the **Amex Agentic Brain** and authored **ADRs** securing architecture, risk and governance approvals for production agentic workflows.
- Own **Incident Data Management**, evolving it from BERT-based ML to a real-time GenAI platform for categorisation, grouping, enrichment and knowledge-graph RCA across **100+ Digital Workplace products**; lifted grouping accuracy by **20%** to **~98%**, cut incident TAT by **87%**, released **5 FTEs** and reduced multi-day reporting to **under 3 minutes**.
- Engineered the **Semantic Data Intelligence Framework**, raising survey analytics automation from **~30% to 95%** across Nexthink, GenAI, DEX and CES surveys, eliminating **~4 FTEs** and cutting insight-deck creation by **~1 week**.
- Led the **TechCare Blueprint build-vs-buy assessment** for Incident Categorisation (1 of 21 critical journeys), evaluating custom AI, ServiceNow Now Assist and Moveworks on architecture, security, risk and data readiness.
- Productionised **SynthGen**, the organisation-wide synthetic data capability built with **IIT Madras**, supplying privacy-safe data for Financial Data Engineering's **regulatory reporting**.
- Lead **Enterprise Functional Test Suites**, auto-generating end-to-end tests and executable automation scripts with LLMs, synthetic data and knowledge-graph dependency resolution.

Data Scientist — American Express

Bengaluru, Karnataka · Nov 2022 – Jun 2025

- Built the **first ML-based ServiceNow incident categorisation** system, saving **8 days of manual work** per 10k incidents.
- Architected reusable **ConfigML frameworks** for training, monitoring, explainability and governance, adopted across teams.
- Designed and developed an enterprise-wide **Knowledge Management Service** with **Generative BI** for on-demand analytics in natural language.

Education

Bachelor of Engineering in Information Technology, *Medi-Caps Institute Of Science & Technology* — Aug 2014 – April 2018

Graduated with 8.55 CGPA · Indore, Madhya Pradesh

Achievements

- **Inventor Award**, American Express — for 3 patents.
- **DW Project Award** — for the incident categorisation and synthetic data generation capabilities.
- **Tony Award** — for building and productionising the survey analytics framework.

Certifications

Claude Certified Professional Solutions Architect · Google Cloud Professional ML Engineer · TensorFlow Certified Developer

Projects

- **Orbit** | *Agentic AI Workspace* — Agentic workspace that reasons across enterprise tools and conversations to turn fragmented context into decisions and action. GitHub
- **BlogMind** | *Autonomous Research & Publishing Agent* — Open-source agent ranking arXiv, HN and GitHub signals with an LLM judge, drafting behind a PR approval gate; 24 posts live. GitHub