

# Akhilesh J

✉ akhileshjaikumar090301@gmail.com ☎ 9206206142 🌐 linkedin.com/in/akhilesh-jaikumar

## PROFILE

---

**Analytical and adaptable professional** with experience in **data analysis, process optimization, and stakeholder collaboration** across technology and operations. Skilled in leveraging **modern data tools** to improve efficiency and guide decision-making, **expanded expertise** into **AI and machine learning**, contributing to **automation-focused projects** that deliver **measurable business value**.

## PROJECTS

---

### Helpdesk RAG for User Manuals

*Chunked manuals, vector search in ChromaDB, and grounded answers via a clean FastAPI AP*

2025/08 – 2025/08

- Ingested user manuals (PDF, DOCX, Markdown), cleaned the text, and split it into small overlapping chunks for easier search and clearer context.
- Embedded chunks with OpenAI's text-embedding-3-large and saved vectors plus source metadata in ChromaDB for fast, accurate similarity lookup.
- Shipped a FastAPI endpoint that fetched top passages and produced grounded, cited answers, alongside a simple CLI/React client and a lightweight evaluation script.

### Prompt Engineering Platform

*Unified AI Prompt Evaluation, Optimization, and Governance System*

2025/06 – 2025/08

- Built a personal end-to-end **prompt and retrieval platform** that combines evaluation, optimization, hallucination checks, model recommendation, agent-readiness gates, and RAG scoring in a single Supabase Edge Function workflow.
- Implemented RAG by indexing documents into a vector store and routing queries through retriever → ranker → context packer with citation and context-coverage validation; standardized generation via Gemini using strict JSON schemas and persisted artifacts in Supabase Storage.
- Modularized stages (retrieval, prompt compile, evaluation/safety, governance) so models, retrievers, and scoring rules are swappable; added regression gates, dataset-drift alerts, and prompt/RAG optimization loops for reliable, repeatable results in a personal setup.

### Brain Tumor Detection And Classification Using Deep Learning Approaches

*Identify and classify various brain tumors with the help of deep learning approaches*

2022 – 2023

- **Designed and deployed a deep learning pipeline for MRI-based brain tumor detection** using ResNet50 and Xception CNN architectures, achieving 98.35% and 97.94% accuracy respectively.
- Preprocessed 7,000+ labeled MRI images with thresholding, contour detection, resizing, bilateral filtering, and augmentation to classify Glioma, Meningioma, Pituitary Adenomas, and healthy cases.

## PROFESSIONAL EXPERIENCE

---

### ShadowFax Technologies Pvt Ltd

*Senior Lead*

2025/08 – Present | Bangalore, India

- Built **AI-assisted monitoring and RCA pipelines** across onboarding/DoD/winbacks, restoring Connected% to ~61–62% and lifting D+8 retention/Goodness through **data-driven fixes**.
- Productized reachability strategy (alternate contacts, pre-dial nudges, callback SLAs, intraday windows) as configurable playbooks, cutting wasted dials and stabilizing talk-time efficiency.
- **Created LLM-ready prompts and narrative pipelines** that convert KPI tables into executive briefs and action plans, accelerating decisions and increasing regional Winback% variance via governed rollouts.

### Flipkart

*Operations Executive*

2024/08 – 2025/06 | Bengaluru, India

- Led nationwide breach program to cut breach rate 30% in 4 months (3.4% → 2.3%) by pairing preventive playbooks with **AI-assisted trend detection and automated alerting**.
- **Built a daily, zone-wide monitoring framework** for real-time risk detection, prioritized incident handling, and strict SLA adherence with product, engineering, and compliance.
- **Analyzed large ops datasets (SQL, R, Excel)** and used prompt-driven insight generation to deliver executive-ready recommendations, improve reporting accuracy, and upskill regional teams via targeted training content.

### Kaar Technologies

*Full Stack Techno-Functional Consultant*

2023/01 – 2024/05 | Bangalore, India

- Building dynamic and interactive portals in accordance with the client's requirement with the help of SAP-S/4 HANA and SAP development tools.
- Delivered SAP training, user support, and knowledge transfer at the end of the project and followed up to verify successful implementation.

## SKILLS

---

R Programming

RAG

Large Language Models

Python

SQL

ETL

Machine Learning

Deep Learning