



SHRAVAN P JOIS

Junior AI Engineer | Generative AI | Agentic AI | LLM & RAG Systems

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PROFESSIONAL SUMMARY

Junior AI Engineer specialising in **Generative AI**, **Agentic AI** and **automation workflows**, with 3 years of experience designing and deploying production-grade AI solutions. Hands-on expertise in **Large Language Models (LLMs)**, **Retrieval-Augmented Generation (RAG)**, **AI agents** and **multi-agent orchestration** using LangGraph, LangChain, Microsoft Copilot Studio and Azure OpenAI. Proven record of automating enterprise workflows across the software development lifecycle, IT support, healthcare and banking. Skilled in prompt and context engineering, LLM evaluation and AI-assisted development, with a strong focus on responsible, scalable AI engineering.

TECHNICAL SKILLS

Generative & Agentic AI: Large Language Models (LLMs), AI Agents, Agentic Workflows, Multi-Agent Systems, Retrieval-Augmented Generation (RAG), Agentic RAG, Prompt Engineering, Context Engineering, Tool / Function Calling, Model Context Protocol (MCP), LLM Evaluation, Fine-tuning, Guardrails, Responsible AI, Multimodal AI, Digital Humans

Frameworks & Libraries: LangGraph, LangChain, LlamaIndex, CrewAI, PyTorch, Hugging Face Transformers, Scikit-learn

LLMs: OpenAI GPT, Anthropic Claude, Google Gemini, Meta Llama, Mistral

Microsoft AI Stack: Microsoft Copilot Studio, Microsoft 365 Copilot, Azure OpenAI, Power Automate, Microsoft Graph API, Adaptive Cards

Cloud & LLMOps: AWS (EC2, S3, Lambda, Bedrock), Docker, Git, GitHub, GitLab, CI/CD

Vector DBs & Search: ChromaDB, Pinecone, Weaviate, Embeddings, Vector Search, Semantic Search

Development: Python, FastAPI, REST APIs, Microservices, Streamlit, MongoDB

ML & NLP: Machine Learning, Deep Learning, Transformers, NLP, Sentiment Analysis, Computer Vision, Anomaly Detection

AI Developer Tools: Claude, Claude Code, GitHub Copilot, Cursor, ChatGPT, Gemini

Domain & Practices: EV Charging (OCPP 1.6, OCPI), Agile / Scrum, Rapid Prototyping, Technical Communication

PROFESSIONAL EXPERIENCE

Junior AI Engineer

TietoEvry

07/2025 – Present

Bengaluru, India (Hybrid)

- Design and deliver enterprise **agentic AI** solutions, from proof of concept to deployment, spanning LangGraph multi-agent systems and AI agents on Microsoft Copilot Studio and Microsoft 365 Copilot.
- Built a GenAI clinical therapy notes summariser (LangChain, RAG, Streamlit), significantly reducing practitioner review time.
- Developed a banking transaction anomaly detection engine (ML + LlamaIndex retrieval) integrated with enterprise fraud mitigation workflows.
- Led the migration from rule-based NLP systems to transformer-based deep learning architectures, improving model accuracy and scalability.
- Architected high-throughput data preprocessing pipelines for large unstructured enterprise datasets.
- Established prompt engineering standards, LLM evaluation protocols and best practices adopted across the AI engineering team.
- Accelerate PoC delivery through AI-assisted development with Claude Code, GitHub Copilot and Cursor, including agent skill authoring and technical documentation.

Associate Engineer

Plugeasy Technologies

04/2024 – 06/2025

Remote

- Led core backend microservices for EV charging (Python, FastAPI), implementing OCPP 1.6 and OCPI for real-time charge point management and interoperability.
- Designed RESTful APIs connecting the frontend, mobile apps and IoT charge points.

- MongoDB schema design, indexing, query optimisation and database automation for real-time charging session data.
- Deployed and maintained the backend services on AWS (EC2, S3, Lambda).

AI & Python Engineering Intern

09/2021 – 10/2021

Verzeo

Remote

- Built foundational ML pipelines and computer vision workflows (image classification, feature extraction).
- Developed Python backend services for web applications.

KEY PROJECTS

Requirement Engineering Agent | *Microsoft 365 Copilot, Microsoft Graph API, Azure OpenAI, Python, NLP*

- Built an AI agent that analyses meeting transcripts, emails and documents to extract, classify and validate software requirements.
- Generates structured requirement documents with acceptance criteria, improving clarity and reducing ambiguity for engineering and QA teams.

AI-SDLC Multi-Agent Framework | *LangGraph, LangChain, Python, Agentic AI*

- Architected a supervisor-coordinated multi-agent system in which specialised agents handle requirement analysis, code generation, code review, unit test creation and documentation across the full SDLC.
- Each agent runs as an independent LangGraph node with custom skills and tool-calling capabilities.

IT Helpdesk Agent | *Microsoft Copilot Studio, Power Automate, Adaptive Cards, Azure OpenAI*

- Automates ticket triage, intent classification, resolution routing to specialised sub-agents and escalation, reducing manual IT support load and mean time to resolution (MTTR).

Healthcare Assistant | *Microsoft Copilot Studio, LLM, NLP, Python*

- Enterprise Generative AI patient support assistant handling patient queries and appointment scheduling with HIPAA-aligned security and enterprise-grade access controls.

EVA: Digital Human (Emotional Virtual Assistant) | *PyTorch, Computer Vision, Sentiment Analysis, LLM*

- Multimodal AI assistant combining NLP-based sentiment analysis with real-time object detection to respond contextually to the user's emotions and environment.

Shopmate: Retail AI Persona | *Digital Human, Multimodal AI, LLM, Python*

- Lifelike 3D digital human avatar for personalised retail product discovery, built on multimodal AI synthesis pipelines and deployed in live customer-facing retail environments.

Independent builds | *FastAPI, PostgreSQL, Redis, Celery, Claude API, React, Docker*

- Agentic IT Helpdesk: Four cooperating AI agents triage, resolve, escalate and read sentiment on every ticket; 82 tests at about 87% coverage.
- E-commerce Platform: Cut p95 response time by 24% under a 150-user load test with zero errors; 101 unit tests plus end-to-end tests.

AWARDS

1st Prize – TietoEvy TechUtsav 2025: Awarded for EVA (Digital Human), the AI-SDLC multi-agent framework, and enterprise GenAI capability demos presented to senior leadership.

EDUCATION

Bachelor of Engineering (B.E.), Electronics & Communication Engineering

2023

Jawaharlal Nehru National College of Engineering (JNNCE), Shivamogga, Karnataka

CERTIFICATIONS

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|---|---|
| • GitHub Copilot Fundamentals (Part 1 & 2) <i>Microsoft</i>
10/2026 | • AI Fluency: Framework & Foundations <i>Anthropic</i>
10/2026 |
| • Claude Code in Action <i>Anthropic</i> 10/2026 | • Claude 101 <i>Anthropic</i> 10/2026 |
| • Claude Code 101 <i>Anthropic</i> 10/2026 | • Internship Program: Artificial Intelligence <i>Verzeo</i>
01/2022 |
| • Claude Platform 101 <i>Anthropic</i> 10/2026 | |
| • Introduction to Claude Cowork <i>Anthropic</i> 10/2026 | |