JEEVAN DEEP BORUGADDA

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Target Roles: AI Product • ML Delivery / Technical PM • Business Analyst (Analytics + ML)

SUMMARY

AI delivery and analytics professional turning ML + BI work into deployable decision systems. Strong in stakeholder alignment, rollout planning, experimentation, and monitoring; hands-on Python, SQL, and Tableau. PMP® certified.
Flagship: Built a leakage-free bank call-prioritization model capturing ~49% of subscribers in the top 10% of contacts and reducing CPA ~70%.
GenAI: Built a local RAG assistant over portfolio + resume PDFs using embeddings + vector search (Chroma), Ollama LLM, and a Next.js UI; enforced citation grounding + refusal behavior and added a golden -set eval harness.

CORE SKILLS

AI / Analytics Delivery: Agile/Scrum, Sprint Planning, Stakeholder Alignment, Risk & Issue Tracking, Cross-team Coordination, Capacity Planning, Rollout & Monitoring
Data & ML: Python, SQL, XGBoost/LightGBM, ANN/CNN, Feature Engineering, Model Evaluation (PR-AUC, ROC-AUC, Lift), Class Imbalance, Time Series
GenAI / LLM Systems: RAG, Embeddings, Vector DB (ChromaDB), Prompt Design, Grounding/Citations, Guardrails/Refusal, Evaluation Harness, Ollama Inference, Agentic workflows, Orchestration (n8n), Human-in-the-Loop (HITL), Prompt Templates, Tool calling
Tools: Git/GitHub, Docker, n8n, APIs, FastAPI, REST, Next.js, TypeScript, Jupyter, VS Code, GCP Vertex AI, Dialogflow
Methods: CRISP-DM, Reproducible Pipelines, Agile Delivery

EDUCATION

M.S., Business Analytics — University of North Texas   Jan 2024 - Dec 2025
Coursework: AI/ML, Predictive Analytics, Business Statistics, Time-Series, Data Visualization

FLAGSHIP PROJECTS
(AI + Product + BI)

Bank Telemarketing Propensity
- Led delivery of a leakage-free ML call-prioritization system using CRISP-DM (pre-call ranking) with rollout + monitoring plan.
- Achieved PR-AUC lift and decile capture (~49% top-10%, ~72% top-20%); translated scores into tiered call strategies and thresholds.
- Estimated ~$190K campaign cost avoidance by reallocating agent capacity and suppressing low-propensity segments.
  Tech: Python, SQL, scikit-learn, XGBoost/LightGBM, SHAP, Tableau

Local RAG Assistant (Portfolio +Resume Q&A) — GenAI Systems Project
- Built local RAG pipeline: PDF ingestion → chunking → embeddings → ChromaDB retrieval → Ollama response, with citations per claim.
- Implemented guardrails: source-only answering, "my/I = Jeevan" perspective control, and refusal when evidence is missing.
- Improved retrieval (top-k tuning + resume-biased fallback) and added golden-set eval for groundedness + citation coverage.
  Tech : Python, FastAPI, Ollama, ChromaDB, pypdf, LangChain splitters, Next.js, TypeScript, Git

AI PM Ops Copilot (n8n Agent + RAG-Grounded Evidence) — Agentic Workflow
- Built an agentic workflow in n8n (Docker) to convert job descriptions into requirements JSON, a Fit/Gap matrix, and ATS-ready outputs (resume bullets, outreach, interview prep).
- Integrated RAG evidence retrieval via local FastAPI endpoint (citations) and enforced guardrails (no invented experience + gap-to-learningplan).
- Added human-in-the-loop approval (pause/resume) and generated downloadable run reports for auditability/repeatability.
  Tech: n8n, Docker, Ollama, FastAPI, RAG, Prompt Templates, Next.js (portfolio), Git

Aqua 4.0 (Startups Entrepreneurship Project) – Chief of Tech
- Led technical feasibility and product architecture for a mobile AI system to automate shrimp larvae counting and biomass estimation.
- Defined end-to-end product workflow (scan → AI → report → insights) and designed prototype UX integrating data capture, analytics, and decision support.
- Contributed to market positioning, pricing logic, and pilot rollout strategy for scalable deployment across hatcheries/farms. **Tech:** Computer Vision, Deep Learning, Mobile UX concepts, Cloud APIs **Performance & Discount Optimization Dashboard (Tableau)**
- Identified discount-driven profit leakage and pricing sensitivity patterns using heatmaps and time-trend analysis.
  Tech: Tableau, data storytelling, business metrics modeling

EXPERIENCE

AI/ML Project Manager — Saayam for All | San Jose, CA   Mar 2026 – Present
- Led a comprehensive 33-point platform audit (app, 37 repos, 51-page wiki, MVP board) within weeks of joining—delivering a prioritized roadmap (P0→P2 + Strategic) and clear ownership mapping.
- Identified and escalated critical security and compliance risks (PII exposure, GDPR gaps), providing structured remediation aligned to pre-launch milestones.
- Owned Agile delivery for AI/ML—driving sprint execution and leading development/evaluation of a multi-model AI assistant (OpenAI, Gemini, Meta, xAI) using a benchmarking framework (latency, cost, quality).

Student Assistant — ISSS, University of North Texas | Denton, TX   Mar 2025 – Dec 2025
- Resolved high-volume student queries with accurate documentation and SLA awareness; streamlined intake to reduce back-and-forth.
- Standardized simple tracking/QA checks that improved turnaround for recurring requests.

M365 Engineer — Tata Consultancy Services (KPMG) | Hyderabad, India   Jun 2023 – Dec 2023
- Coordinated platform operations for enterprise audit systems across a **58-member team**, managing incidents, escalations, and release readiness.
- Maintained **~98% availability** by tracking risks, documenting RCA themes, and aligning remediation across technical + business stakeholders.
- Produced delivery/status reporting for leadership, improving visibility into blockers and risk exposure.

Test Engineer — Wipro (Meta) | Hyderabad, India   Oct 2021 – Dec 2022
- Served as SME in a 12-member Agile team, supporting sprint ceremonies, test planning, and release readiness.
- Built lightweight dashboards for sprint health (defects/velocity/resource tracking) to improve planning and prioritization.
- Partnered with engineers and product stakeholders to prioritize issues and reduce delivery friction.

ERC Sr. Associate — Amazon | Hyderabad, India   Feb 2021 – Jul 2021
- Delivered frontline HR support with ~95% first-contact resolution; mentored 5 associates to standardize handling quality.
- Improved average handle time by ~26% by redesigning call scripts and knowledge base updates.

IT Analyst — Tech Mahindra | Hyderabad, India   Jul 2019 – Oct 2020
- Resolved M365/AAD issues with **~97% resolution rate**, improving CSAT by **~15%** through faster triage and clearer escalation paths.
- Documented runbooks and escalation workflows; recognized "Best Employee of the Project" (3×).

CERTIFICATIONS
- **PMP® (Project Management Professional), PMI**
- GenAI Apps & Agents on GCP with Vertex AI & Flutter   Nov 2024