

Shiva Thavani

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https://shiva-rag-bot.vercel.app/

AI Engineer • 5+ YOY • Agentic AI | MLOps | GenAI | RAG | GPU Inference



WORK EXPERIENCE

Atlassian | Jun 2025 - Present

Machine Learning Engineer

- Built and deployed an Agentic AI Customer Support (CSM-Rovo) Agent leveraging LangGraph and Model Context Protocol (MCP) for dynamic tool orchestration and context aware workflow automation, reducing manual intervention by 45%+.
- Implemented hybrid orchestration and semantic query pipelines using LlamaIndex, A/B tested retrieval strategies, improving response relevance by 35%.
- Optimized and deployed AI models using ONNX and TFLite runtimes, enabling efficient low-latency cross-platform inference.
- Developed GraphRAG based guidance workflows for knowledge graph-driven context retrieval, leveraging GPT-5.2 and Gemini-3-Flash models
- Led rollout of the CSM AI Agent across GTM and support workflows, enabling 10k+ AI assisted resolved conversations.

Autodesk | Jul 2024 - June 2025

Senior AI/ML Engineer

- Deployed GenAI Models in Autodesk product suite by creating AI Inference Service in ML Platform built on top of AzureML.
- Optimized GPU inference workloads using CUDA-based containers, improving throughput by 2.5x and reducing GPU utilization costs by 30%.
- Led AI inference service architecture and managed scalable ML workflows using Terraform, MLflow, and Kubeflow for ML model lifecycle management across enterprise-scale applications.
- Developed Agentic AI incident-resolution workflows leveraging LangChain, RAG, VectorDBs, OpenAI models, and ReAct/CoT reasoning

Thomson Reuters | Sept 2022 - Jul 2024

Senior AI Engineer | Aug 2023 - Jul 2024

AI ENGINEER | Sept 2022 - July 2023

- Built AI Platform for various stages of the Data Science Lifecycle, supporting 200+ data scientists and ML engineers across AWS & Azure Services like SageMaker studio, S3, Lambda, AzureML studio, Azure AI studio, Azure OpenAI, Blob Storage, GCP Vertex AI etc.
- Engineered the MLOps Platform using IaC - Terraform, CloudFormation templates.
- Managed end-to-end MLOps lifecycle, data processing, model development, deployment to prod, and monitoring - across AWS (SageMaker Pipelines, Lambda, ECR, DynamoDB) and Azure (Azure ML, Kubernetes, Kafka).
- Deployed and served LLMs like LLaMA2&3, Claude3, and GPT4, on AWS Bedrock, Azure AI Studio.
- Led the AI Platform service end-to-end, from model evaluation and optimization to driving platform adoption.

Ernst & Young - EY GDS | April 2021 - Aug 2022

Data Scientist - Internship & FTE

- Trained an AI Model for solving the use case of Document AI using TensorFlow Object Detection achieving 90%+ object detection accuracy on enterprise document datasets.
- Containerized and deployed Document AI models on Azure Kubernetes Service (AKS) using Azure ML deployment pipelines.

EDUCATION

Thapar Institute of Engineering and Technology, Patiala

Dual Degree B.E. - M.B.A Computer Science Engineering

BE - Computer Science Engineering CGPA - 9.26/10

MBA - Finance & Big Data Analytics CGPA - 8.91/10

TECHNICAL SKILLS

- **Generative AI** - LangGraph, LangSmith, GraphRAG, MCP, RAG, VectorDB, OpenAI APIs, Anthropic Claude, Prompt Engineering (CoT/ReAct)
- **Programming & Scripting Languages** - C, C++, Python, JavaScript, R, SQL, Shell Script, Golang, Kotlin
- **ML Frameworks** - Flask, OpenCV, TensorFlow, PyTorch, YOLO, CUDA GPU, Nvidia GPU Toolkit, FastAPI, ONNX, Hugging Face
- **MLOps** - Git, Docker, Kubernetes, MS Azure Cloud, Azure ML, Google Cloud, MLflow, AWS Sagemaker, Kubeflow, PySpark, Datadog
- **Infrastructure as Code** - IaC - Cloudformation templates, Bicep templates, AWS WAF, Route 53, Azure Service principal, Terraform

ACHIEVEMENTS

Hackathons

- Winner Smart India Hackathon 2020. Theme - Open Innovation.
- 1st Prize Winner in Hackpions-EY GDS Hackathon 2021. Theme - Intelligent Automation with AI
- 1st Prize Winner in Bosch AI Hackathon 2021. Theme - Smart AI Robot
- 1st Prize Winner in Xebia Xe-Thon 2021. Theme - Intelligent hiring using AI

Competitions

- Gold Medalist in Academic BE-MBA Degree Qualification
- First Rank in Academic year at TIET 2019-2020 and 2018-2019

Scholarships & Programs

- Merit Scholarship holder at TIET for the year 2019-2020.
- Merit Scholarship holder at TIET for the year 2018-2019.