

UTKARSH SHINDE

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OBJECTIVE

Python Developer specializing in Generative AI, RAG architectures, and enterprise workflow automation.

EXPERIENCE

Developer

Jul 2023 – Present

Tata Consultancy Services

Pune, India

- Developed and deployed an AI-powered chatbot using Python and RAG, automating responses to L1 support queries and reducing manual ticket volume.
- Integrated AI models with ServiceNow via REST APIs and Postman, automating the triage and routing of 40–50 daily incidents to eliminate manual assignment effort.
- Connected the Google Sheets API to track employee workloads, enabling dynamic and balanced incident assignment within ServiceNow.

PROJECTS

DocuIQ — Chat with Doc (Python, LangChain, Gemini API, Docker, Cloud Run)

Built a serverless AI document intelligence platform deployed on Google Cloud Run, enabling fast, context-aware semantic question answering over unstructured documents with high factual accuracy.

ResuIQ — AI-Powered Resume Analyzer (Python, Streamlit, Gemini API, Pydantic, JSON Schema)

Developed a zero-login resume evaluation tool deployed on Streamlit Cloud, performing automated competency analysis and structured data extraction from unstructured CVs with deterministic JSON validation.

AI Chatbot for Organization (Python, RAG, Web Scraping)

Developed and integrated a Python-based web chatbot utilizing a RAG model to diagnose issues and provide real-time, context-based solutions.

ServiceNow Process Automation (Python, ServiceNow API, Workflow Automation)

Built Python automations to streamline ServiceNow operations, including automatic incident assignment based on employee workload and automated catalog request submissions.

SKILLS

Programming

Python, Java, HTML, JavaScript

GenAI Engineering

RAG, Prompt Engineering, Prompt Guarding, Evals (Evaluations), LLMs

Vector & Embeddings

Vector Embeddings, Vector Databases, Pinecone, FAISS

Frameworks & Libraries

LangChain, Hugging Face, Pandas, PyTorch, TensorFlow, NumPy, Bootstrap

Cloud, Tools & OS

GitHub, ServiceNow, Postman, REST APIs, Google Cloud Run, GCP, PowerShell

CERTIFICATIONS

Claude Certified Developer – Foundations – Anthropic

Earned: Aug 2026

Skills: Agent development, Context engineering, Eval & debugging, Model Optimization

Generative AI Leader – Google Cloud

Earned: Sep 2025

Skills: Generative AI, LLMs, RAG, Prompt Engineering

Delivery Accreditation - AI Agents – ServiceNow

Earned: Sep 2025

Skills: ServiceNow, Generative AI, Now Assist, AI Agent

EDUCATION

Bachelor of Computer Science, Deogiri College, Aurangabad

2020 – 2023

CGPA: 8.0/10.0