Dhruv Dixit

AI Engineer and Intelligent Automation Engineer

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SUMMARY

AI Engineer and Intelligent Automation Engineer with 3+ years of experience designing and deploying **production AI systems and enterprise automation** in financial services. Specialized in **AI agents, RAG, Voice AI, Smart Search, customer support automation, MCP tools and intelligent workflows** using Python, LLMs, APIs, n8n and UiPath. Currently leading a **3-engineer team**, focused on turning emerging AI capabilities into **scalable, production-ready solutions that solve real business problems**.

TECHNICAL SKILLS

AI & GenAI: OpenAI, Gemini, Azure OpenAI, Claude, LangChain, AI Agents, RAG, Prompt Engineering, Context Engineering

Intelligent Automation: UiPath, n8n, Power Automate, MCP, AI-powered RPA, Workflow Automation, Selenium, API Automation

Conversational & Voice AI: LiveKit, WebRTC, Sarvam AI, Whisper, ElevenLabs, Anam AI, STT, TTS

AI Engineering & Backend: Python, FastAPI, Flask, REST APIs, Milvus, FAISS, Chroma, BM25, SQL, Docker, Git, Azure

PROFESSIONAL EXPERIENCE

AI Engineer and Intelligent Automation Engineer *ICICI Prudential AMC* *Apr 2025 – Present*

- Lead a team of **3 engineers**, owning AI and intelligent automation initiatives from architecture and POC through production deployment.
- Independently built and productionized **i-Assist**, a multimodal voice AI agent embedded in the i-Invest Android and iOS applications, serving **lakhs of investors** and used by **thousands of users daily** for portfolio insights, mutual-fund queries, comparisons, metrics and FAQs.
- Built the **Dive Deeper** GenAI experience within iInvest Search, combining conversational AI responses with traditional search results for deeper financial discovery.
- Designed and deployed **Smart Search**, a hybrid semantic + BM25 retrieval platform across ICICI Prudential's website content, achieving **95%+ search accuracy and relevance** with **millisecond-to-1-second** response times.
- Built **Customer Support Automation** using AI agents, RAG and workflow orchestration, achieving **85%+ accuracy and automation** across customer-support email and ticket workflows.
- Developed **Customer Support Call Analysis**, processing approximately **8,000 calls/day** using Whisper and Azure OpenAI for transcription, QA, adherence, sentiment, intent, FCR and CRM classification.
- Developed **30+ MCP tools and AI-agent integrations** connecting financial APIs and enterprise systems, orchestrated through **11+ n8n workflows**.

Senior RPA Developer *ICICI Prudential AMC* *Jul 2024 – Apr 2025*

- Led the transition from traditional RPA to **intelligent automation**, embedding LLM-based decision logic into enterprise workflows and mentoring automation developers.
- Delivered **30+ UiPath bots**, optimized **25+ automation projects** and migrated **180+ bots** to scalable orchestration.
- Created **Workflow Analyzer**, automating UiPath code review and governance across enterprise RPA processes.

RPA Developer *ICICI Prudential AMC* *Jun 2023 – Jul 2024*

- Automated enterprise processes using **UiPath and Python**, reducing manual workload by up to **99%** across selected business processes.
- Integrated enterprise applications, databases and APIs into production workflows with validation, exception handling and monitoring across multiple business functions.

Associate Software Engineer *Nagarro* *Feb 2023 – Jun 2023*

- Developed Python and Java automation scripts, REST APIs and cloud-enabled reporting solutions supporting real-time business applications.

EDUCATION

B.Tech (Hons.) in Computer Science and Engineering *2019 – 2023*
United College of Engineering and Management, Prayagraj **GPA: 8.98**

ACHIEVEMENTS

2nd Prize – UiPath Botathon 2.0 (Team Lead; 136 teams from 17 states) • **3rd Prize – CSI CodeChanakya Hackathon**