

SANJEET KUMAR

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Senior AI Software Engineer • Agentic Systems & LLM Applications

Bengaluru, India • Open to Remote (US / UK / EU overlap) or Hybrid Bengaluru

SUMMARY

AI software engineer with 7+ years shipping production ML, GenAI and full-stack systems. Most recently the sole engineer behind Toosi, a durable multi-agent outbound platform (NestJS, PostgreSQL, BullMQ, AWS) live with 2 paying clients, running campaigns across the US, UK and Ireland, with human approval gates, a policy guard, multi-provider model routing and eval regression gates before any prompt ships. Previously took ML from notebooks to Kubernetes serving 1K+ concurrent requests for Myntra, Flipkart, Nykaa and Amazon catalogs, and built recommendation and next-purchase models (~79% accuracy, ~10% AOV lift) for Barclays, HSBC and Amex. I build agents that are observable, evaluated and safe to put in front of real customers.

EXPERIENCE

Senior Software Engineer Toosi Travel Pvt Ltd

Jul 2023 – Present

- Architected and built Toosi, an AI-native outbound platform with multi-agent workflows for prospect discovery, ICP generation, research, outreach, reply intelligence and follow-ups.
- Built the full intelligence stack: LLM orchestration, RAG (Pinecone, Qdrant), tool calling, structured outputs, evaluation gates and human-in-the-loop approvals, with billing driven by an LLM reply classifier.
- Owned the entire stack solo – architecture, backend (NestJS, PostgreSQL, Redis/BullMQ), frontend (React), Stripe billing and AWS deployment – taking the product from idea to 2 paying clients with live campaigns across the US, UK and Ireland.
- Built and launched the Krowd AI Onboarding Agent (onboarding.krowd.ai), a production RAG-grounded agent that takes restaurant prospects from first question to self-serve onboarding, removing the sales team as the bottleneck for sign-ups.
- Spearheaded an AI-powered hotel concierge that lets guests discover destinations, get contextual recommendations and request hotel services through conversational AI.

Tech Lead

Apr 2021 – Jul 2023

Text Mercato Solutions Pvt Ltd (renamed *Cataloging.ai*, now *Rubick.ai*)

MLOps Engineer (Apr 2021 – Mar 2023) → Tech Lead (Apr 2023 – Jul 2023)

- Implemented a secure API gateway from scratch with Auth0 and usage logging in NestJS.
- Took in-house fashion-cataloging ML from notebooks to production with MLflow tracking, scaling containerised services on Azure Kubernetes to 1K+ concurrent requests for catalogs on Myntra, Flipkart, Nykaa and Amazon; established GitHub Actions CI/CD for in-house ML services.
- Led development of a web platform for product catalog enrichment and management used daily by 70+ specialists, and led the technical onboarding of two clients onto the platform as Tech Lead.
- Built backend services for real-time price tracking and analysis using NestJS, MongoDB and Elasticsearch.

SDE-1

Dec 2018 – Apr 2021

Krowd R&D India Pvt Ltd

Software Engineer Intern (Dec 2018 – May 2019) → SDE-1 (Jun 2019 – Apr 2021)

- Joined as the company's first intern; experimented with auction-engine parameters and piloted scale tests, converting to a full-time offer before finishing my B.Tech.
- Built a Scrapy-based crawling infrastructure with proxy management, scraping approximately 40K entities per city; later improved it 7x using Redis, Scrapy and Scrapyd.

- Built a recommendation system from scratch – data collection, cleansing, modelling (topic modelling, decision trees, KNN, CNN) and serving – then extended it into transaction intelligence over bank data: next-purchase prediction at approximately 79% accuracy and personalized offers lifting average order value approximately 10% for partners including Barclays, HSBC and Amex.
- Designed cloud infrastructure-as-code with Ansible; built a three-node Kafka cluster and a Neo4j knowledge graph that grew from 20K to 70K nodes.

EDUCATIONAL QUALIFICATION

- **Master of Science in Machine Learning & AI** *Jan 2022 – Jun 2022*
Liverpool John Moores University, United Kingdom • Online, part-time, with upGrad
- **PG Diploma in Machine Learning & AI** *Dec 2020 – Dec 2021*
Indian Institute of Information Technology, Bangalore • Online, part-time, with upGrad
- **B.Tech in Computer Science & Engineering** *Aug 2015 – May 2019*
Indian Institute of Information Technology, Dharwad • CGPA: 7.99

SKILLS

AI & Agentic Systems:	Multi-agent orchestration, LangChain/LangGraph, RAG & knowledge grounding, Human-in-the-loop, Agent evals & regression gates, LangSmith (observability)
Generative & Voice AI:	OpenAI & Anthropic APIs, Embeddings & vector search (Pinecone, Qdrant), Voice AI (Whisper/Piper)
Machine Learning:	Recommendation systems, NLP & topic modelling, MLflow & experiment tracking
Languages:	Python, TypeScript, JavaScript, SQL
Backend & APIs:	FastAPI, NestJS & Node.js, Multi-tenant architecture, Auth0, Stripe billing
Data, Search & Graphs:	PostgreSQL, Redis, Neo4j, MongoDB, Elasticsearch, Kafka
Frontend:	React, Next.js
Cloud, Infra & Delivery:	AWS, Kubernetes, Docker, CI/CD (GitHub Actions)

AWARDS AND ACHIEVEMENTS

1. National Robotics Championship 2016, 3rd prize winner.
2. Stood 2nd position in Sandbox Developthon-2018.
3. Alexathon-2018 by Sandbox, in association with Amazon – won 2nd position.