

ADHUN THALEKKARA | TECH LEAD AI |

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Open to Relocation

PROFILE

Software Engineer with **8+ years of experience** in programming, including **6+ years in Artificial Intelligence**, with a research mind-set. Finishes development objectives within a timely manner without compromising the code quality and documentation. Also an active learner constantly improving knowledge and putting effort to find requirements of the company. Pursued **Master of Technology** in Artificial Intelligence from **Indian Institute of Technology, Jodhpur**.

EXPERIENCE

Benzy Infotech Tech Lead AI

Kochi, India
December 2024 – Present

- Spearheaded the design and development of an omnichannel CRM solution, with machine-driven ticket assignment, smart categorization, and auto-responses across all channels, decreasing response time, improving customer satisfaction by 30%.
- Designed and implemented a scalable support center solution, integrating Chatbot, email and WhatsApp bots, Voice agents for B2C, B2B and B2E using LangGraph, RAG, tool calling, and LLM fine-tuning mitigating manual effort by 60%.
- Pioneered an insights-driven system that identifies future high-demand sectors by correlating event schedules, past trends, and local festivals, empowering the business to optimize management decisions and achieve over 30% higher profit per ticket.
- Architected and directed an intelligent caching and forecasting system to optimize TTL based on demand and pricing, boosting API response and hit to book ratio by 20%.
- Guided a team of 10 AI/ML specialists and launched AI and robotic process automation solutions for the hotel and air travel industry.
- Led the development and delivery of a ChatGPT App that enables users to search flights and hotels through natural language interactions using the Model Context Protocol (used FastMCP).
- Led recruitment of a new AI team, selecting top talent from over 500 candidates increasing AI project delivery speed by 60% through strategic hiring from premier institutes like IITs.
- Architected and deployed scalable, explainable, and responsible ML microservices across AWS and Hugging Face, leveraging Docker-based containerization and production deployment practices to ensure reliable, maintainable, and scalable AI model serving.

Software Engineer AI

January 2022 – November 2024

- Analysed large unlabeled data-sets to identify trends and patterns in Cat16 fare rule articles. And Implemented operational flow that can collect, label data and predict the cancellation charge.
- Researched and integrated machine learning model to achieve self calculated refunding, reduced processing time by 95%, increased accuracy over 90%, lowered penalty and reduced the number of experienced IATA certified staff.
- Optimized information extraction model to collect data from passport images using small labeled data-set of size less than 1000 images. Which helped to reduce the time in data entry.
- Deployment and Maintenance of Machine learning models in the server.
- Collaborated with cross-functional departments to identify, research and design removing hotel and room duplication, using Genetic algorithm which can minimize duplicates by 70%.
- Conducted a thorough analysis of manual tasks across all departments and spearheaded implementation of RPA; cut manual effort by 70% and saved 500+ hours per week.

Microclouds

Ottappalam, India

Python Developer

December 2019 - December 2021

- Genetic algorithm based solution for route allocation and job allocation of delivery boys which cut down the time consumption and fuel consumption by 20% to 30%.
- Led a team of 9 people from different disciplines and supervised the team in more than 10 projects which includes different ERP systems and Mobile applications.
- Developed Project Management System incorporating BIM and Autodesk forge to handle 3D Revit files.

Fluid Control Research Institute

Kanjikkode, Kerala, India

Graduate Engineer Apprentice

December 2018 - December 2019

- Orchestrated the development and implementation of software and hardware systems for aerospace component testing, resulting in a 30% increase in testing accuracy.

Microclouds

Ottappalam, India

Junior Embedded Systems Engineer

December 2017 - December 2018

- Managed the complete deployment of sophisticated software and hardware for point-of-sale machines, achieving 95% system uptime during critical business hours.

EDUCATION

Indian Institute of Technology, Jodhpur

Master of Technology Artificial Intelligence (Executive Batch)

December 2019 - December 2022

- Proposed a method for introducing Machine Learning techniques into cognitive AI as master's Project, in association with URSC ISRO Bangalore, to handle the time series data, predict, detect anomaly and resonate the anomaly.
- Secured 2nd place in NoCode ML, a team event conducted by Techfest, IIT Bombay (May 2022)

Royal College of Engineering And Technology

Bachelor of Technology Applied Electronics And Instrumentation

July 2013 - April 2017

SKILLS

Core Technologies: Python, Django, MySQL, Redis, Celery, Git, Docker, RESTful APIs, AWS, Fargate

AI & Machine Learning: Machine Learning, Deep Neural Network, Computer Vision, Agentic AI, Genetic Algorithm, llama3, Unsloth, QLoRA, Vector Database, Qdrant, CI/CD Pipelines, Model Deployment, Model Maintenance, Server Management, Pytorch, Tensorflow, Scikit-learn, Pandas, Numpy, Langgraph, Hugging Face Transformers, NLTK, SpaCy, NLP, ChatGPT App, Fast MCP, Text Generation, Sentiment Analysis, Information Extraction

Specialized Applications: CRM, Route Allocation, Job Allocation, Data Extraction, RPA, Chatbot, Voicebot

OTHER

- Analysed and visualized the two phase flow data and provided useful insights for research purposes.
- As part of academic semester projects implemented haze removal from image and similar projects and achieved special critics from the professors
- **Languages:** English (fluent), Malayalam (native)