

# Malay Jain

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## Education

- Sagar Institute of Research and Technology, Bhopal** Aug 2022 – June 2026  
B.Tech. | RGPV | Artificial Intelligence and Machine Learning | CGPA: 8.01
- St. Joseph's Convent S.S. School, Sagar** June 2022  
12th PCM | CBSE | 84.2%
- St. Joseph's Convent S.S. School, Sagar** June 2020  
10th | CBSE | 76.5%

## Technologies

- **Languages:** Python, SQL, C++.
- **AI/GenAI:** ML, LLMs, RAG, Prompt Engineering, Feature Engineering, MCP
- **Frameworks:** LangChain, Gemini API, FastAPI, Flask, LiveKit
- **Cloud/Data:** GCP, Azure, Docker, MySQL

## Projects

- VoiceBot with Telephony Integration using LiveKit Platform** (Triotech Bizserve Pvt. Ltd.) Oct 2025
- **Built:** Real-time AI VoiceBot using **LiveKit SIP**, **Conversational AI**, and speech-to-text pipelines for inbound/outbound call automation with CRM integration.
  - **Integrated:** External services including **Bitrix CRM**, **Shopify**, and SMS workflows using **TrustSignal API** for automated customer engagement and workflow automation.
  - **Engineered:** AI engine for transcription, speaker diarization, post-call analysis, entity extraction, and conversational insights from call recordings with scalable low-latency deployment.
- GCCD Bhopal AI Chatbot** [Github Repo](#) July 2025
- **Built:** **LLM-powered chatbot** using **Gemini 1.5 Flash**, **LangChain**, and **Retrieval-Augmented Generation (RAG)** with vector-based knowledge retrieval for 100+ real-time queries.
  - **Deployments:** Production deployment on **GCP** and **Azure Cloud** with **Flask backend**, REST APIs, and custom SSL domain for scalable AI access.
  - **Impact:** Reduced manual query handling by **80%**; supported **multilingual Hinglish conversations**, automated chat logging to Google Sheets, and enabled **real-time AI-driven support**.
- MCP-Based Conversational Task Management System** Jan 2026
- **Developed:** MCP-based conversational chatbot application for managing day-to-day tasks through natural language interactions using **Python**, **FastAPI**, and database integrations.
  - **Built:** Intelligent workflow system enabling task creation, updates, logging, and retrieval directly through conversational AI with persistent database storage.
  - **Deployed:** Automated CI/CD pipeline and scalable deployment infrastructure for continuous integration, monitoring, and production-ready chatbot operations.

## Experience

- AI Developer – Triotech Bizserve Private Limited (On-Site)** Apr 2026 – Present
- Developing AI-powered voicebot systems and GenAI applications using **Python**, **FastAPI**, **MongoDB**, and **SQL**.
  - Building AI solutions for POD verification, image analysis, automated data extraction, and call recording analysis.
  - Working on transcription, speaker diarization, conversational insights, and post-call AI processing engines.
  - Researching and deploying latest **Generative AI** workflows with exposure to **Docker** and DevOps practices.

## Internship Experience

- Software Developer – Triotech Bizserve Private Limited (On-Site)** Aug 2025 – Jan 2026
- Developing AI agents and backend automation tools using **Python**, **FastAPI**, and **SQL**.
  - Building and optimizing APIs, with deployment support through **Docker**.
  - Collaborating in a team to deliver scalable AI-driven solutions (in development stage).
- AI Intern – Inventohack Innovations Pvt. Ltd. (Remote)** Apr 2025 – July 2025
- Contributed to AI and R&D initiatives, focusing on real-world problem-solving in 2 projects.
  - Assisted in data preprocessing, model experimentation, and performance evaluation.
  - Gained industry-level insights by working closely with the CTO and development team.

## Achievements & Leadership

- **GDG Campus Ambassador:** Organized developer events and mentored students in AI/projects.
- **Hackathons:** 3rd Place – 1 Billion Row Analysis (IIT-BHU); 5th Place – National Hackathon.
- **Research:** Copyright granted for ML-based Cardiovascular Disease Prediction (L-157174/2024).
- **Certification:** NPTEL – Python for Data Science (75%).