

# Gopi Dodda

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## EDUCATION

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### University of South Florida

Master of Science in Artificial Intelligence and Business Analytics

Aug 2024 – May 2026

GPA: 3.97/4.00

### National Institute of Technology Calicut

Bachelor of Technology in Civil Engineering

Aug 2014 – May 2019

## PROJECTS

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### CareSync AI | AI-powered healthcare scheduling and clinical intelligence platform

Feb 2026 – May 2026

- Developed a full-stack healthcare platform with role-based workspaces for patients and doctors using FastAPI, React and PostgreSQL.
- Built Gemini-powered AI services for symptom triaging, clinical note summarization, and patient support automation.
- Developed a Random Forest machine learning pipeline to predict appointment no-show risk using patient, scheduling, and specialty data.
- Created interactive analytics dashboards for admins to monitor appointment utilization, wait times, no-show trends, and operational KPIs.

### InboxIQ | Multi-Agent RAG-Based Email Intelligence Platform

Dec 2025 – Jan 2026

- Built a multi-agent email automation system using LangChain, LangGraph and Gemini to automate email triaging and response generation.
- Developed RAG pipelines using vector embeddings and semantic retrieval to ground LLM responses in historical communications and organizational knowledge.
- Integrated Gmail APIs to support automated email ingestion, categorization, quality assessment, and outbound response workflows.
- Implemented modular AI agents and evaluation pipelines to improve response accuracy, reduce hallucinations, and ensure consistency.

### Telecom Customer Churn Prediction | ML-powered customer retention analytics platform

May 2025 – Jul 2026

- Built a predictive analytics solution using Random Forest models to identify at-risk customers for a telecom business with 95% accuracy.
- Analyzed customer behavior, billing, and service interaction data to identify key drivers of churn, including payment delays, support calls, and contract duration.
- Built a Streamlit-based decision support tool enabling stakeholders to assess churn risk and prioritize retention efforts in real time.

## EXPERIENCE

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### FitFlix Private Limited

May 2023 – May 2024

Senior Analyst

- Led analytics to identify revenue leakage and pricing inefficiencies, contributing to 30% YoY revenue growth.
- Built predictive risk models to identify high-risk customer segments, enabling proactive retention strategies.
- Developed automated ETL pipelines leveraging AWS S3 and Snowflake to monitor key risk metrics, reducing reporting time by 25%.
- Built Power BI dashboards tracking churn trends, revenue performance, and risk indicators, delivering actionable insights to stakeholders.

### BlackBuck (Zinka Logistics Solutions Private Limited)

May 2022 – Apr 2023

Product Analyst

- Defined product requirements, user stories, and feature enhancements for real-time shipment tracking and freight pricing solutions.
- Designed and evaluated A/B tests using hypothesis-driven analysis, improving click-through rates by 15% and user conversion by 10%.
- Utilized data-driven insights to introduce a three-tier pricing model, generating \$1.1 million in incremental revenue.

### MediBuddy (Phasorz Technologies Private Limited)

Nov 2021 – Apr 2022

Product Analyst

- Built real-time dashboards in Apache Superset to track product KPIs, user engagement, and operational performance.
- Standardized 150K+ SKUs using data pipelines, improving data quality and increasing analytics reliability by 30%.
- Analyzed user journeys and behavior patterns using trend and funnel analysis to identify pain points and improve product experience.

### Larsen and Toubro Limited

Jul 2019 – Nov 2020

Senior Engineer

- Worked with ERP systems (SAP) to extract, analyze, and manage operational and inventory data across projects.
- Built Tableau dashboards to track real-time stock availability of 1000+ inventory items and reduce shortages.
- Automated reporting workflows using Excel tools (Pivot Tables, LOOKUP), reducing manual effort by 30%.

## TECHNICAL SKILLS

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**Programming & Development:** Python, SQL, JavaScript, R, FastAPI, Streamlit, REST APIs

**GenAI & ML:** LLMs, AI Agents, LangChain, LangGraph, RAG Pipelines, ChromaDB, Prompt Engineering, TensorFlow, Scikit-learn

**Data Engineering & Cloud:** Databricks, PySpark, Snowflake, dbt, Apache Airflow, AWS (S3), Docker, ETL/ELT, Data Modeling

**Analytics & Visualization:** Power BI, Tableau, Excel, A/B Testing, Funnel Analysis, KPI Reporting, Dashboard Development

**Tools & Methodologies:** Git, GitHub, CI/CD, VS Code, Jupyter Notebook, Jira, Confluence, Agile

## CERTIFICATIONS

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Databricks Data Engineer Professional [🔗](#)

Azure Databricks Architect [🔗](#)

Google Advanced Data Analytics [🔗](#)