Satyam Rai

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Nationality: Indian

Summary

AI Research Engineer exploring **post-transformer architectures**, deeply familiar with **audio, vision, and language models**. Shipped multiple production AI systems end-to-end over **2+ years** at Maersk and SAE Magnetics (TDK Group, Hong Kong), including AI agents for **150 customers** and a **30K-calls/month** voice agent. Independent researcher and Kaggle competitor; **willing to relocate**.

Professional Experience

A.P. Moller – Maersk **Dec 2025 – Present**
Associate Software Engineer *Bangalore, India*

- Built and launched **AI agents that automate customer-service cases on Salesforce**, resolving **multi-intent and multi-booking** requests; live for **150 customers**, autonomously handling **25%** of cases at **80%** accuracy
- Owned end-to-end an in-house **AI voice agent** handling ∼**30K calls/month**, reaching **80% CSAT** (**30%+** uplift) and cutting operational costs **60%**; now expanding it to new use cases
- Building a full-stack **agentic AI platform** on **LangGraph** and **Google ADK** that lets users make changes in **Salesforce** through natural-language chat over **MCP**; own its **Kubernetes** deployment
- Took a **23-language AI translation pipeline** to production with a **custom evaluation metric** for company terminology (**96%** agreement with human reviewers), cutting manual translation effort **40%**
- Built **Python backend services and REST APIs** serving thousands of daily requests, plus **Databricks** notebooks and dashboards; shipped with Docker, Git-based **CI/CD**, and **Microsoft Entra ID** authentication
- Contributed to an AI **case-classification platform (500+ categories)**, improving routing accuracy by **6–8%**

Software Developer Intern **Dec 2024 – Nov 2025**

- Developed an **ensemble computer-vision model** for logo detection, improving precision by **7%** over baseline
- Part of the team that built **AI agent-assist** for the **Salesforce Service Cloud** email channel covering **15K+ cases/day**, drafting replies, summarizing cases, and suggesting next actions for support agents

SAE Magnetics (H.K.) Ltd. – TDK Group **Jan 2024 – Mar 2025**
Computer Vision Research Intern *Hong Kong SAR*

- Built an image **classification and detection system** that automated visual analysis, cutting processing time by **95%** and increasing accuracy by **40%**
- Designed a multi-model architecture integrating **15+ custom models** to detect complex attributes and filter noisy images (**+25%** accuracy); applied tuning and regularization to raise validation accuracy by **20%**
- **Led a team of 5** to curate a labeled, segmented **2,000+ image** dataset, improving training efficiency by **30%**

Skills

Programming: Python, C++, SQL, Bash, JavaScript
GenAI & LLMs: LLMs, Agentic AI, RAG, MCP, LangGraph, Google ADK, LangChain, LLM Evaluation, Voice AI
ML, NLP & CV: PyTorch, TensorFlow, Hugging Face, Multilingual NLP, Object Detection, Image Segmentation, OCR
Backend & Data: FastAPI, REST APIs, Microservices, Async Python, SQL, Databricks, Salesforce, Git, Linux
Cloud & DevOps: Azure, AKS, Kubernetes, Docker, CI/CD, Grafana, Microsoft Entra ID
Spoken Languages: English (Full Professional), Japanese (Elementary), German (Elementary)

Certifications & Technical Contributions

Microsoft Certified: Azure AI Cloud Developer Associate (AI-200)
Amazon ML Summer School **2024**
Amadeus (personal project): Agentic AI research platform on AKS with a custom MCP server **2026**
AI/ML Research Writing: Post-Transformer Architecture Deep-Dives

Education

Kalinga Institute of Industrial Technology, Bhubaneswar, India **Aug 2021 – Jun 2025**
Bachelor of Technology (B.Tech) in Computer Science *CGPA: 8.59/10*