

Taksha Limbashia

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AI Engineer | 2.5 Years Experience

ABOUT ME

An AI Engineer with **2.5 years of experience** and **7+ live production use cases**—including **high-scale VoiceBots**—focused on reducing manual workload, optimizing employee time, and **automating redundant tasks**. Dedicated to bridging the gap between AI and reality by engineering a more advanced and highly optimized world through **high-impact innovation**.

WORK EXPERIENCE

ICICI Prudential Asset Management Company

October 2023 - Present

Assistant Manager

- Productionizing multiple **VoiceBots** for enhancing customer experience on digital products and improving time efficiency by automating lead qualification, reminders, and onboarding, **aimed to reduce workload by minimum 70%**.
- Self-Hosted scalable **N8N** (open-source low-code/no-code automation platform) on **Kubernetes** handling Email automation.
- Implemented an **AI-based full-site search**, handling 100 concurrent users with ability to serve any pin-pointed information.
- Built a **multifunctional chatbot** adopted by over 2,000 employees, streamlining call processes and **enhancing sales capabilities** through **consolidated product insights** and personalized pitches tailored to customer needs.
- Deployed **Large Language Model** and Speech to Text model reducing response times by 10% and external dependency and adoption across all initiatives.

Artificial Intelligence Engineer (Contract - Technopals)

- Automated 20% of incoming email processing by implementing a **Gen-AI-powered email classifier**, resulting in significant cost savings equivalent to the **workload of 7-8 full-time employees**.
- Developed a **voice analysis system**, increasing QA coverage from 2-3% to 100% of **2000+ daily calls**, significantly improving the QA process.
- Planned **Azure cloud** infrastructure, successfully hosting 20+ Gen-AI projects.

ACHIEVEMENTS

Sparkle Award (Boosting client satisfaction through AI based full site search)

August 2025

ICICI Prudential Asset Management Company

Best Use of AI in Enhancing Customer Experience (Asset Management)

March 2025

2nd Edition of Data Analytics & AI Show 2025

Winner of National Hackathon (Built Commodity Price Estimator with AI)

August 2022

Smart India Hackathon 2022

SKILLS & INTERESTS

Languages: English, Hindi

Programming Languages & Frameworks: JavaScript, Python, React, Flutter, Flask, Node.js

Databases: SQL, NoSQL, Vector Database

Data Analysis: Pandas, Matplotlib, Excel

Cloud & Infrastructure: Azure Cloud, Nginx, Docker, Kubernetes

EDUCATION

B. Tech in Information Technology, **CGPA: 9.0**

August 2019 - June 2023

K. J. Somaiya Institute of Technology