Prem Dommalapati

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SKILLS

- Languages: Python, SQL, C++, C, Shell Scripting,GO
- Technologies & Tools :MongoDB, MySQL, Pytorch, TensorFlow, NumPy, Docker, Kubernetes, AWS, Azure, Transformers, HuggingFace, LLMs, OpenAI, RL learning, Neural Networks,GCP,Vertex AI,Teradata

WORK EXPERIENCE

CVS , San Jose, CA Mar2024 – Present

Working in the CVS DBA Team on the automation of Ticket Handling

AI/ML Engineer,

- Collaborated with the DBA, Teradata, and Cloud teams to design the architecture for the DBA automation system.
- Developed and deployed an end-to-end intelligent ticket handling system leveraging Teradata, ServiceNow APIs, Vertex AI, GCP, Hugging Face, and EWS Protocol. The system enables dynamic back-and-forth conversations between users and an LLM, identifies the root cause through contextual understanding, and autonomously resolves issues by executing targeted actions
- Enhanced efficiency in ticket handling by automating responses, significantly reducing manual intervention and response times.

Microsoft, San Jose, CA Aug 2023 – Mar2024

Working in the Azure OpenAI team, debugging systems for clients utilizing Azure Technologies

AI/ML Support Engineer,

- Partnered with strategic clients to integrate Azure Cognitive Services, Azure OpenAI, and Azure Speech Service into their systems.
- Advanced AI solutions by partnering with clients on Azure OpenAI feature adoption, optimizing debugging and integration with Python and GitHub.
- Worked closely with clients and engineers to debug and deploy solutions, significantly boosting customer satisfaction.

Uniquify, San Jose, CA Oct 2021 - Aug 2023

Working in the AI team to aid the development of both internal and customer-facing systems

AI Engineer

- Led a productivity initiative by spearheading the backend development of a Codebase Assistant, utilizing Large Language Models (LLMs), PyTorch, Python, AWS, GitHub, and SQL. This initiative successfully reduced codebase onboarding time by 40%, significantly enhancing developer productivity.
- Enhanced the Object Detection Model workflow by through the development of an auto-labeling tool, leveraging a suite of pre-trained models, Python, TensorFlow, and Azure Machine Learning tools, which decreased the human labeling by 70%
- Developed an Object Detection and Pose Estimation Model leveraging diverse architectures, including ResNet, YOLOv5, BlazePose, and CVAE, utilizing TensorFlow and PyTorch, which aimed to identify a model architecture best suited for the company's specific data needs.

EDUCATION

Master's Degree, Artificial Intelligence May 2026

San Jose State University, San Jose , CA

Bachelor of Science, Computer Engineering May 2023

San Jose State University, San Jose , CA

San Jose State University

Used Latent Factor Analysis via Dynamical Systems (LFADS) paper to develop a Pose Estimation Model

Research Assistant June 2022 - May 2023

- Researched a new method in machine learning (ML) called Latent Factor Analysis via Dynamical Systems (LFADS) to create a pose estimation model.
- Built this new model to understand and improve upon the current methods of machine learning such as CNN's and Convolutional Variational Auto Encoder (CVAE) models.