

PRANAV THAKWANI

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PROFESSIONAL SUMMARY

AI Automation Engineer building production backend systems, LLM applications, and workflow automation. Experience designing event-driven services, multilingual RAG pipelines, and business automation using FastAPI, Node.js, LangChain, and n8n.

EXPERIENCE

Junior Software Developer — AI & Automation, Tech Grind Pvt. Ltd. Ahmedabad, On-site Jul 2025 – Present

- Owned the lead-intake process end to end, replacing manual sorting with an **event-driven workflow** across WhatsApp and CRM systems for multilingual customers.
- Automated MIS reporting with validation and exception handling, **saving 150–200 hours per month** of manual data entry.
- Delivered a multi-agent WhatsApp platform with **role-based conversation routing**, giving support and sales teams shared visibility into customer conversations.
- Rolled out a **self-hosted retrieval pipeline** for internal Q&A, cutting reliance on external APIs while keeping multilingual response times under 5 seconds.
- Directed a product-research automation effort that **reduced manual research effort by ~85%**, freeing the team to focus on analysis instead of data collection.

Full-Stack SDE Intern — RedSand Technology Dubai, UAE, Remote Feb 2025 – May 2025

- Owned frontend delivery for salary analysis and property inspection dashboards, including access control for different user roles.
- **Automated ~80% of customer queries** by shipping a WhatsApp chatbot integrated into existing support workflows.
- Built a data enrichment process that turned raw LinkedIn data into structured company and contact insights for the sales team.

Web Developer Intern — BasketHunt Pvt. Ltd. Gurugram, Remote Jul 2023 – Sep 2023

- **Improved operational efficiency by 15%** by integrating Zoho and Odoo and managing user provisioning through Google Admin.

PROJECTS

AI Lead Qualification & Sales Automation Platform n8n · JavaScript · WhatsApp API Dec 2025 – Present

- Implemented an **event-driven workflow** triggered by WhatsApp webhooks, using LLM-based intent classification, structured entity extraction, and REST API calls to sync qualified leads with CRM systems.

Business Operations Automation Platform n8n · Cron · REST APIs Sep 2025 – Nov 2025

- Built scheduled automation using Cron jobs and REST APIs to validate, transform, and sync MIS datasets between source spreadsheets and reporting systems.

Enterprise AI Knowledge Assistant Python · LangChain · FAISS · RAG Oct 2025

- Built a FastAPI retrieval service on LangChain and FAISS, implementing document chunking, vector indexing, and a **self-hosted retrieval pipeline** (Qwen2.5 via Ollama) that streams multilingual responses with source attribution.

AI Product Intelligence Platform Playwright · Node.js Sep 2025

- Developed a distributed crawling pipeline using Playwright, a Bull job queue, and Redis to parallelize collection and normalize product data across worker pools.

WhatsApp Business Operations Platform Node.js · React Jun 2026

- Architected a multi-agent operations platform with persistent conversation state, **role-based conversation routing**, and real-time dashboards for support and sales teams.

CERTIFICATIONS

Product Management with Agentic AI Certificate Program, IIT Patna (Vishleshan i-Hub) Jun 2025 – Mar 2026

- Applied structured product discovery, user research, prioritization, and feature validation to software product development.
- Designed AI agent workflows by translating business requirements into tool orchestration, LLM interactions, and production-oriented implementation plans.

SKILLS

AI & LLM: LangChain, RAG, FAISS, Prompt Engineering, Function/Tool Calling, Conversation Memory, Ollama, LLMops

Backend: Node.js, FastAPI, Flask, Express.js, REST APIs

Automation: n8n, Cron Jobs, Webhooks, Redis, Bull Queue, Playwright

Frontend: React.js, Tailwind CSS

DevOps: Docker, Git, JWT Auth

EDUCATION

Marwadi University, Rajkot, India — B.Tech, Computer Science

2021 – 2025

P.V. Modi High School, Jamnagar — HSC, Science

2019 – 2021