

MIT DAHIME

AI Automation & Generative AI Engineer | RAG | AI Agents | Workflow Automation

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Right to work: UK Student visa (MSc industry placement — no sponsorship required); Graduate Route visa eligible on course completion

PROFESSIONAL SUMMARY

AI & Automation professional with 10+ years of technical and operational experience, currently completing an MSc in Artificial Intelligence with Industry Placement at the University of East London. Experienced in building practical AI applications, RAG-based knowledge assistants, AI agent workflows and business process automation using Python, Generative AI, n8n, APIs and data technologies. Particularly interested in AI Automation, Generative AI, RAG, AI Agents and applied Machine Learning, with a strong focus on solving real-world business problems through automation.

CORE SKILLS & KEYWORDS

AI & Generative AI

Generative AI • RAG • LLM Integration • AI Agents • Prompt Engineering • AI Automation • API/LLM Integration

Automation & Development

Python • n8n • Workflow Automation • RPA • REST APIs • SQL • Pandas

Data & Cloud

Databricks • Azure Data Factory • Microsoft Fabric • Power BI • Data Integration

Business & Operations

Root Cause Analysis • CRM Automation • Zendesk • JIRA • Stakeholder Management

TECHNICAL PROJECTS

- **AI RAG Knowledge Assistant** — Designed and implemented a Retrieval-Augmented Generation system using an LLM API, vector-based retrieval and n8n orchestration. Built the pipeline covering document ingestion, embeddings, retrieval and prompt assembly to enable grounded question answering over a private knowledge base.
- **AI Voice Agent** — Website Visitor Assistant (VAPI) — Built and integrated a VAPI-powered conversational voice agent into a live website via webhook and API integration; the agent introduces itself to visitors, answers questions grounded in the site's own content, offers AI-assisted troubleshooting support, and captures visitor-provided details directly into the website's database.
- **AI Restaurant Ordering & Multi-Agent Workflow** — Designed an AI-powered ordering workflow using n8n, Gemini, Google Sheets and Gmail. Implemented separate stages for order understanding, item confirmation, order recording and automated notification, creating an end-to-end workflow with minimal manual intervention.
- **AI Deepfake Detection** — Research project exploring computer vision and deep learning approaches for detecting manipulated media, using MATLAB and image-processing techniques. Currently developing and evaluating approaches as part of MSc placement work.
- **Lead Generation Automation** — Built an automated pipeline to source, qualify and route sales leads using workflow automation and API integrations, removing manual data entry from the process.
- **Data Engineering Project** — Built a data ingestion and transformation pipeline applying Azure Data Factory / Databricks concepts to structure and warehouse raw data for reporting.

PROFESSIONAL EXPERIENCE

Senior Associate — Payment Operations — Teachmint Technologies

Jan 2022 – May 2025

- Conducted SQL-driven data extraction and Root Cause Analysis (RCA) across payment operations, identifying and resolving recurring operational bottlenecks affecting transaction accuracy.
- Prepared management reporting on payment trends and client onboarding metrics to support data-driven decision-making.

BDE cum Implementation Engineer — Hexagon Innovations

Feb 2020 – Dec 2021

- Supported implementation of SaaS ERP systems, applying data segmentation techniques to inform customer retention strategy.
- Partnered with product teams to refine data collection processes during client onboarding, improving downstream data quality.

Senior Business Development Manager — REEDOS Software Solutions

Mar 2019 – Jan 2020

- Conducted technical product demonstrations and stakeholder meetings, translating technical capability into business value for prospective clients.
- Provided first-level technical support, identifying software usage patterns and translating user needs into actionable requirements.

Technical Support — Accord Fintech

Jun 2014 – Mar 2019

- Redesigned Zendesk workflows and automation rules, improving team productivity by 50% while maintaining data accuracy in client reporting.

EDUCATION

MSc Artificial Intelligence with Industry Placement — University of East London (May 2025 – Present)

BCA — Bachelor of Computer Application — Sardar Patel University, India (Jun 2008 – Mar 2014)

CERTIFICATIONS

AI & Machine Learning

- Google AI Foundations
- AWS Generative AI
- MATLAB Professional Suite — Computer Vision, Deep Learning, Image Processing, Machine Learning

Data & Engineering

- Big Data Hadoop Architect
- Power BI Data Analytics
- SQL and Database Management
- Excel & Data Analytics

LANGUAGES

English (Professional working proficiency) • Gujarati, Hindi, Marwari (Native or bilingual proficiency)