

# Vasundhra Sharma

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Highly motivated and results-oriented Azure PAAS Application Developer with 4 years of experience in designing, developing, and implementing innovative cloud-based, conversational AI and RAG-based Generative AI solutions.

## EXPERIENCE

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**Consultant (Azure Integration Developer)** Sep 2024 – Present  
*Capgemini* Noida

- Developed and designed REST APIs using Azure API Management (APIM), Azure Service Bus, Function Apps, and Logic Apps.
- Implemented repository pattern for API development, ensuring scalability and maintainability. Experienced in writing unit test cases
- Strong collaboration skills, working with multiple teams, including Dynamics CRM and Oracle CCS, to deliver seamless integrations. Developed Bicep scripts for automated API deployments, enhancing DevOps efficiency

**Senior Analyst (Application Development)** Dec 2022 – Sep 2024  
*Accenture* Noida

- Involved in architecture design and development of various **RAG** and **agentic AI solutions**. Accountable for comprehending the latest SCM requirements and data flow, and subsequently implementing these into a web application using Microsoft Azure's cloud-based services.
- Worked on agentic framework for automation of ticket resolution system
- Engaged in the utilization of **Azure OpenAI** and its seamless integration with various **Azure PAAS services**.
- Spearheaded the integration of langchain and implemented Prompt Engineering through the incorporation of diverse AI models.
- Undertook the responsibility of designing and implementing the database architecture.
- Developed and rigorously tested REST APIs using the Azure Infrastructure employing J-Meter, managing their deployment seamlessly through a Continuous Deployment (CD) pipeline.

**Analyst (Application Development)** Aug 2021 – Nov 2022  
*Accenture* Noida

- Contributed to the creation of advanced conversational experiences by leveraging Microsoft Bot Framework and Adaptive Dialogs. These experiences were seamlessly integrated with Azure Cognitive Services and Azure Search Services, providing support across channels such as MS Teams and Web Chat.
- Utilized a range of bot development tools, including Power Virtual Agents, Microsoft Bot Composer, and Nuance, to enhance functionality and efficiency. Additionally, generated insightful reports using PowerBI to provide comprehensive insights into the performance and effectiveness of the conversational experiences.

**Trainee (Associate Engineer)** March 2021 – Aug 2021  
*Nagarro* Gurugram

- Engaged in exploration with C# and .NET technologies.

## PROJECTS

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**Scottish Water-Waste Management System** Sep 2024 – Present

- Designed and developed scalable REST APIs for the integration of various platforms including Oracle CCS, Dynamics CRM and salesforce for a waste management system using Azure APIM, Service Bus, Function Apps, and Logic Apps, implementing the repository pattern for maintainability and writing unit test cases with xUnit
- Worked on the bicep scripts for the APIs for automated deployment.

**NOC-AI Copilot Incident Ticket Resolver** May 2024 – Sep 2024

- Worked on the backend agentic solution design and development utilizing the crewAI framework and GPT-4o to automate the incident ticket resolution in the service now. This enabled the 40 percent of the tickets to be solved without human interruption, saving engineers time for complex tickets.
- Integrated the freeform QnA including the analytical queries in the ticket resolver using Azure AI search vectorized indexes

- Leading the backend development of a team of 5 including the low level design document creation. Involved in the business requirement discussions and their transition to technical requirements.

### SAP-AI Deliverable Creator

March 2023 – June 2024

- Engineered a Generative AI solution for a client's AI-based knowledge assistant, leveraging the latest AIGC OSS technologies on Azure OpenAI cloud stacks including different GPT models. This innovative approach facilitated the generation of technical design documents, resulting in an approximate 70-fold reduction in time and cost, all while maintaining user satisfaction and enhancing the client's strategic positioning in the new AIGC era.
- Designed and implemented a NoSQL database for processing and logging, complemented by a MySQL database for configuration purposes.
- Conducted prompt engineering and load testing to ensure the solution's accuracy and robustness, guaranteeing optimal performance.
- Created a dashboard using the dashboard hub that internally uses log analytics workspace and Application Insights data for complete monitoring of the system including the response time at each stage of the application and the user engagement statistics.
- Utilized Redis as a vector database to store embeddings and other meta-information for a knowledge repository comprising over 40,000 documents.

### Microsoft Teams Chatbot

Jan 2022 – July 2022

- Constructed a chatbot utilizing Microsoft Power Virtual Agents with seamless connectivity to Genesys Cloud.
- Implemented robust security measures for the chatbot by incorporating single sign-on authentication.
- Developed a specialized testing tool to assess intent classification and validate the accuracy of verifications.

## EDUCATION

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### ITM Group of Institutions

Gwalior, Madhya Pradesh

*Bachelor of Technology in Electronics and Communication(CGPA 8.94)*

*Aug. 2017 – May 2021*

## TECHNICAL SKILLS

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**Gen AI, NLP, LLM, Langchain**

**OpenAI:** Azure OpenAI, Prompt Engineering, Embedding and GPT Models, Fine-Tuning

**Agentic Framework:** CrewAI

**Azure PAAS Stack:** Azure App Services, Web app, Logic App, Function App, Azure Cosmos Db, Azure Blob Storage and Queues, Redis, Azure Database for MySQL, Azure AD, Azure AI Services, Azure AI Search, Log Analytics, Dashboard Hub, Application Insights, APIM, Azure Language Services including Custom QnA, Custom Language Answering, Azure Service Bus

**Languages:** Python, SQL(MySQL)

**Chatbot:** Power Virtual Agents, Microsoft Bot Compossor, Microsoft Nuance, Bot Framework SDK

**Developer Tools:** Azure Cloud Platform, Postman, Azure Data Studio, Visual Studio, VS Code, PyCharm, Jupyter, Azure OpenAI Studio

**Power Portal:** Power Automate, PowerBI

**Libraries:** tiktoken, openai, langchain, pandas, numpy, matplotlib

**Version Control System:** Git

## CERTIFICATES

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Microsoft Certified: Azure Administrator Associate

Microsoft Certified: Azure AI Engineer Associate

Microsoft Certified: Azure Fundamentals

Microsoft Certified: Security and Identity Fundamentals

Microsoft Certified: Power Platform Fundamentals

## HONOURS AND AWARDS

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Rising Star Award - May 2023

Rising Star Award - August 2022

Rising Star Award - April 2022