

Sateesh Yavarna

SENIOR AI ENGINEER | GENAI & AGENTIC SYSTEMS

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Summary

Senior AI Engineer with 9+ years of experience taking AI systems from experimentation to production, specializing in **Agentic AI** and **Hybrid RAG architectures**. At Quantum, I architected **Q.Promo AI**, a conversational analytics platform that cut analysis time by 90%, and **Quail**, an NHS platform processing 24,000+ complaints a year. Now at **DAMAC**, building multi-agent ticket processing and voice AI for real estate operations. Core stack: **LangGraph, Azure AI, Pinecone, FastAPI, Python, Next.js/React**.

Skills

GenAI & Agentic AI Integrations	LangGraph, RAG Architectures, Azure AI, Vertex AI, OpenAI, Vector Search, Multi-Agent Systems
Backend & Core Engineering	Salesforce, Genesys, Voice AI, Google Chat, Palantir Foundry (AIP Logic)
Cloud & Deployment	Python, FastAPI, PySpark, SQL (BigQuery), REST APIs, Distributed Systems
ML & Full Stack	Azure (CosmosDB, Blob Storage), Google Cloud Platform, Docker, CI/CD Pipelines, Langfuse
	NLP, XGBoost, Scikit-learn, Predictive Modeling, Next.js 15, React 19, TypeScript

Experience

DAMAC Group

SENIOR AI ENGINEER

Dubai, UAE

Apr. 2026 – Present

- Automated Customer Ticket Resolution:** Architecting a multi-agent AI platform for customer support — LLM-driven ticket classification, multi-intent detection, and multi-turn resolution agents integrated with **Salesforce**, enabling autonomous handling of complex service requests.
- Voice AI Operations:** Running and extending production voice AI workflows for customer service, including live-transfer handoffs between AI agents and human agents with full context preservation.

Quantum

SENIOR DATA SCIENTIST (PROMOTED FROM DATA SCIENTIST)

Hyderabad, India

Jun. 2021 – Apr. 2026

- Architected Q.Promo AI (Conversational Analytics):** Built a hybrid intelligence system using **LangGraph** multi-agent workflows with dual-path routing — deterministic playbooks at 100% accuracy (10–12s) and agentic RAG for complex reasoning (20–30s, 95%+) — deployed via CI/CD as containerized services on **GCP**.
- Full Stack Implementation:** Deployed **Qdrant** vector storage, **NetworkX** knowledge graphs, and a **Next.js 15/React 19** frontend integrated with Google Chat, with LLM observability via **Langfuse**.
- Impact:** Collapsed analysis time by **90%** (days → minutes), enabling 70% instant pre-validated responses.
- Engineered Quail (NHS Patient Experience):** Built an end-to-end complaint-processing platform on **Palantir Foundry & AIP Logic** — OCR, LLM extraction, harm-level classification — automating 24,000+ annual complaints and reducing manual review from **3,750 hours to minutes**.
- Banking Transaction Enrichment:** Engineered ETL pipelines (Python/PySpark) processing raw transaction data for global financial institutions to enhance lending quality assessments.

LatentView Analytics

DATA ANALYST

Chennai, India

Oct. 2019 – May 2021

- Class Action Lawsuit Prediction (NLP):** Developed an Early Warning System using **NLP** to predict potential lawsuits from unstructured customer feedback, improving risk detection speed by **25%**.
- Refinery Process Optimization (MEK Dewaxing):** Designed a predictive maintenance model (Random Forest/XGBoost) to optimize filter wash cycles in the oil dewaxing process, reducing solvent waste and downtime.
- Anomaly Detection System:** Built real-time detection models (Python) to identify root causes of unit concern spikes in manufacturing assembly lines, reducing defect leakage.

Tata Consultancy Services (TCS)

DATA ANALYST / ASSISTANT SYSTEMS ENGINEER

Bengaluru & Chennai, India

Nov. 2016 – Sep. 2019

- Computer Vision Distress Ranking (Aviation):** Built an automated damage-assessment system using **Computer Vision** (OpenCV) to rank distress severity on aircraft engine components, visualized via an interactive Dash application.
- Loan Approval Automation:** Engineered a **Supervised Machine Learning** model automating loan eligibility checks, reducing manual risk assessment time and improving decision consistency.

Education

Jawaharlal Nehru Technological University (JNTU)

MASTER OF COMPUTER APPLICATIONS (MCA)

Hyderabad, India

2013 – 2016

- Award:** Sir Sudhir C Rao MDF Gold Medal (Top of Class)

Gouthami Degree College (Osmania University)

BACHELOR OF COMMERCE (COMPUTERS)

Hyderabad, India

2010 – 2013