

Saish Shetty

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Education

Manipal Institute of Technology, Manipal University, B.Tech in Information Technology – Manipal, India

Aug 2019 – Aug 2023

Minor Specialization in Big Data Analytics

- **CGPA:** 8.29
- **Special Electives:** Neural Networks with Fuzzy Logic, Social Network Analysis
- Chairperson, MIT's **Entrepreneurship Cell** [↗](#), hosted **Manipal Entrepreneurship Summit 2022** (Manipal's first student-led E-Summit)

Experience

Data Scientist, Bajaj Finserv Health Limited (BFHL) – Pune, India

Jan 2023 – present

- **Straight Through Processing for Health Insurance Claims (STP)**
 - Built **Enigma**, a Generative AI claims ancillary platform that modernized legacy claims adjudication; reduced Average Handling Time (AHT) by **50%** and Audit Error Rate (AER) by **37%**.
 - Built SOP check pipeline on Large Multimodal Models (LMMs) to auto-process reimbursement claims, achieving **50%** month-on-month increase in auto-approvals.
- **Customer Service Automation**
 - Built an Email and App Query automation service, using a hybrid of Keyword Mapping, classical ML models, and Generative AI to auto-answer customer queries; increasing Non-Voice Auto-Reply Rate from 3% to **40%**.
 - Built **HealthSaathi** [↗](#), an Agentic AI chatbot that answers customer and agent queries using Retrieval Augmented Generation (RAG) and created multiple tools and agent profiles to enrich task execution.
- Received **Sharp Shark** [↗](#) award and selected in **PropelX 4.0** [↗](#), a career fast-track program (came in Top 15 out of 400+ applicants)

Data Science Intern, Tata CLiQ – Mumbai, India

May 2022 – July 2022

- Built a metadata search interface on AWS Redshift
- Proposed a roadmap for an enterprise metadata management tool

Projects

ShadowBot – shadowbot.com [↗](#) | **GitHub** [↗](#) | **YouTube** [↗](#)

July 2025 – Sept 2025

The AI Overlay Desktop Application for Interviews & Sales Calls

- Empowered by a custom-LLM orchestrator backend server that can create unique Agent Directed-Acyclic Graphs (DAG) based on user query.
- Multi-Agent role specialization coordinated via a structured graph and unified context management within a session.
- Multi-MCP (Model Context Protocol) server aggregation, dynamic model configuration and runtime Gemini API key injection.

Navigators.AI – GitHub [↗](#) | **YouTube** [↗](#) | **HuggingFace** [↗](#)

May 2025 – July 2025

An Agentic AI Travel Application that plans the best itineraries from multimodal user input

- Used a custom fine-tuned Llama-8B model for itinerary planning and functional tool calling, fetching latest flight prices and hotel prices.
- Used a custom trained CLIP (Contrastive Language–Image Pretraining) model for geo-location identification of the uploaded image(s).
- Hosted on AWS ECS in multiple docker containers and served in a web application for the user to try out.

ResNet-50 Training on ImageNet-1K – GitHub [↗](#) | **HuggingFace** [↗](#)

Apr 2025 – May 2025

Mixed-precision DDP training of ResNet-50 from scratch on AWS EC2 using PyTorch

- Achieved 76.15% Top-1 and 91.87% Top-5 accuracy over 50 epochs
- Trained using AWS g5dn.12xlarge (4 x NVIDIA A10G)

Telegram AI Bot – GitHub [↗](#) | **YouTube** [↗](#)

Apr 2025

Reasoning-driven Telegram agent using Model Context Protocol (MCP)

- Performs web search, document Q&A, math, and creating Google documents and Gmail automation

Browser Agent – GitHub [↗](#) | **YouTube** [↗](#)

Mar 2025

Browser automation using Gemini and in-house Seraphine Image Pipeline

- Executes natural language tasks across any webpage using Browser MCP SSE Server + Playwright

Skills

Programming Languages and Libraries: Python, SQL, SOQL, JavaScript, FastAPI, Flask, Streamlit, Pandas, Numpy

Machine Learning Algorithms and Frameworks: Computer Vision, Natural Language Processing, Statistical Machine Learning, Deep Learning, Reinforcement Learning, PyTorch, Scikit-learn, Hugging Face, Transformers, Accelerate

Generative AI and Research Focus: Generative AI, Large Multimodal Models, LLM Supervised Fine-tuning (SFT), RLHF, Agentic Systems, Langchain, Agent2Agent (A2A), Model Context Protocol (MCP)

Cloud, MLOps and Databases: AWS, Azure, GCP, Kubernetes, Docker, Terraform, MLFlow, Azure ML, MongoDB, PostgreSQL, MySQL, ElasticDB, Pandas, GitHub Actions (CI/CD)

Productivity Tools: MS Office, Canva

Languages: English, Hindi, Kannada

Learnings

Microsoft Certifications:

- **Azure Data Scientist Associate:** Completed Dec 2024 (ID: DB4A5596DC709C91 [↗](#))
- **Azure Data Fundamentals:** Completed Aug 2024 (ID: DFF8E13E3E9169 [↗](#))

The School of AI:

- **ERA-V3:** Oct 2024 – July 2025 | Completion Certificate [↗](#)
- **EAG-V1:** Feb 2025 – Aug 2025 | Completion Certificate [↗](#)

Activities

- **Rising Star Award** [↗](#) by Tap2Smile, Pune for child development initiatives
- Winner at NITK 2020, MIT Revels (2022 & 2024) with Blitzkrieg Dance Crew

References

- Mr. Archit Raj:** Senior Data Scientist, InsightRx, BFHL | archit.raj@bajajfinservhealth.in [↗](#)
- Mr. Aneesh Chopra:** Product Manager, Analytics, InsightRx, BFHL | aneesh.chopra@bajajfinservhealth.in [↗](#)
- Dr. Sucheta Kolekar:** Associate Professor, IT Department, MIT Manipal | sucheta.kolekar@manipal.edu [↗](#)