

Arpit Kushwaha

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Experience: **4.5+ years** | Role: Full Stack AI Developer / AI Engineer / Applied AI Engineer / GenAI Engineer

PROFESSIONAL EXPERIENCE

WSAudiology (Global leader in hearing aids industry)

March 2024 – Present

Senior Software Engineer

Hyderabad, Telangana

- Implemented **component architecture** for **harmonized app framework** by extracting 3 core components from a monolithic repository reducing app build time.
- Developed an **advanced LLM-powered Generative AI assistant** application in Kotlin, integrated with hearing aid fine-tuning capabilities, serving as a reusable AI component across multiple product suites.
- Engineered a scalable skinning engine supporting **20+ brand-specific customizations**, orchestrated via CI/CD automation pipelines for multi-brand app deployments, minimizing manual release overhead and accelerating time-to-market.
- Designed and prototyped a **Gen-AI assistant** web/app platform using **LangChain, LangFuse, and OpenAI GPT APIs** for enhanced hearing aid user assistance, achieving a **90% user satisfaction score** during pilot studies.
- Collaborated on end-to-end development of **AI-driven Digital Assistant** leveraging .Net MAUI and component-based architecture, delivering **RAG-enabled functionalities** for over **3 million global users** in hearing aid support.
- Built and maintained robust **microservices** in **C#** for managing and serving dynamic dialog graphs to multiple AI inference consumers within a RAG system architecture.
- Researched and implemented AI evaluation frameworks including Phoenix and **LangSmith** to systematically assess LLM outputs, ensuring high-quality responses in RAG and **tool-calling** applications.
- Developed custom evaluation pipelines in LangSmith to automate scoring and analysis of generative AI model outputs, improving model accuracy and reliability.
- Designed and conducted **LLM-as-judge evaluations** to benchmark retrieval-augmented models and tool-calling agents, providing actionable insights for iterative improvement.
- Integrated multi-layered evaluation metrics combining human-in-the-loop and automated systems for continuous monitoring and validation of Gen-AI assistant performance.
- Collaborated in building end-to-end evaluation workflows spanning **prompt generation**, response ranking, and error classification for AI-powered hearing aid assistant apps.
- Leveraged evaluation insights to tune retrieval and generation strategies, enhancing relevance and user satisfaction in multi-agent RAG-based conversational systems.

Ixigo (One of India's most downloaded apps)

October 2021 – February 2024

Software Engineer (2.5 years)

Hyderabad, Telangana

- Delivered 5 key projects using Java, Kotlin, and Flutter; refactored AbhiBus to MVVM architecture, led Resume Booking feature impacting **10M+ users**, and enhanced UTS App handling **6M daily bookings**.
- Pioneered Resume Booking feature from a hackathon prototype to a production feature, **impacting 10M+ daily users**.
- Refactored 95% of AbhiBus legacy code to **MVVM and clean architecture** improving stability and maintainability.

EDUCATION

Rajasthan Technical University

July 2017 – July 2021

Bachelor of Technology [B.Tech], Computer Science Engineering

Jaipur, Rajasthan

D.A.V Public School

July 2016 – July 2017

10th, 12th [CBSE]

Kota, Rajasthan

ADDITIONAL

Technical Skills: Low-Level Design, High-Level Design, Operating Systems, System Design, .Net, Github Copilot, ChatGPT, Claude Sonnet, Azure Cloud, Android, Kotlin, Flutter, JAVA, SQL, DBMS, Data Structures and Algorithms, DSA, C++, C#, Git, Web Services (API), Firebase, JetpackCompose, OOPS, MVC, MVVM, LangChain, Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), LLM Tools Calling, Gen-AI (Generative AI), AI chatbots, CI/CD Pipelines, Devops.

Languages: Fluent in English, Fluent in Hindi