

Shivam Mishra

Generative AI Engineer | Senior Software Engineer

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PROFESSIONAL SUMMARY

Senior Software Engineer with 8+ years of enterprise software development experience and 2+ years of hands-on experience building Generative AI, Agentic AI, and RAG solutions. Expertise in Python, LangGraph, LangChain, MCP (Model Context Protocol), Azure AI Foundry, Azure OpenAI, FastAPI, vector databases, multi-agent workflows, prompt engineering, tool/function calling, enterprise integrations, evaluation frameworks, and secure AI systems.

CORE SKILLS

Generative AI & Agentic AI: Agentic AI, Multi-Agent Systems, LangGraph, LangChain, MCP (Model Context Protocol), Prompt Engineering, Context Engineering, Chain-of-Thought, Few-shot Prompting, Tool Calling, Function Calling.

LLMs & RAG: OpenAI, Azure OpenAI, LiteLLM, Self-hosted Llama, Retrieval-Augmented Generation (RAG), Semantic Search, Hybrid Search, AI Memory Systems, PostgreSQL pgVector, Pinecone.

Evaluation & Observability: LangFuse, RAGAS, Deterministic Testing, LLM Evaluation, Prompt Optimization, AI Guardrails.

Enterprise Integration: Jira MCP, Duck Creek MCP, ERP/CRM Integration, Microsoft Entra ID (SSO), Secure Tool Execution, PII Redaction, Managed Identity.

Backend & Cloud: Python, FastAPI, C#, ASP.NET Core, REST APIs, SQL Server, PostgreSQL, Azure AI Foundry.

PROFESSIONAL EXPERIENCE

Coforge Ltd | Oct 2021 - Present

- Designed multi-agent workflows using LangGraph state machines.
- Developed custom AI tools with secure tool/function calling for REST APIs, SQL databases, Jira MCP, Duck Creek MCP, ERP and enterprise platforms.
- Built RAG pipelines with vector memory and semantic retrieval.
- Integrated MCP, REST APIs, SQL and enterprise systems through AI agents.
- Implemented prompt engineering, context injection and reasoning optimization.
- Built secure AI applications using Azure AI Foundry guardrails and Entra ID.
- Developed Python/FastAPI services and Azure cloud deployments.
- Implemented evaluation pipelines using Langfuse, RAGAS and deterministic testing.

Helm Analytics Pvt. Ltd. | Jan 2020 - Sep 2021

- Contributed as full stack developer to enterprise web application development and backend services with a focus on scalable delivery and application reliability with ASP.NET Core, MVC, Angular, RESTful Web APIs, JavaScript and jQuery.
- Supported requirements analysis, technical design, and implementation for business applications delivered in client-facing environments.

Chetu India Pvt. Ltd. | Feb 2019 - Jan 2020

- Developed and maintained application features across the software lifecycle, with emphasis on clean implementation and production support.
- Worked on RESTful APIs and web application components for enterprise use cases.

Wildnet Technologies Pvt. Ltd. | Jan 2017 - Feb 2019

- Built web application features and backend components using Microsoft technology stacks.
- Supported project delivery through coding, testing, debugging, and issue resolution.

GENERATIVE AI PROJECTS

Insurance GPT - Enterprise AI Document Intelligence Platform

- Designed and developed a secure enterprise AI assistant for insurance document querying and conversational support.
- Built a RAG pipeline with OCR ingestion, embeddings, semantic retrieval, Tavily web search, and PostgreSQL pgvector for context-aware answers.
- Integrated Duck Creek MCP to automate First Notice of Loss (FNOL) creation, policy lookup, and claims initiation through AI agents
- Integrated Azure AI Foundry Guardrails and safety controls with local and self-hosted LLMs to support responsible AI behavior and prompt protection.
- Implemented Microsoft Entra ID SSO, PII redaction, and compliance workflows to keep AI interactions secure and privacy-aware.
- Enabled multi-LLM orchestration through LiteLLM with OpenAI, Azure AI Foundry, and self-hosted models.
- Supported PDF, Word, and Excel based document ingestion.
- Built evaluation pipelines using deterministic testing, prompt evaluation, Langfuse tracing, and RAGAS for continuous AI quality improvement.
- Developed custom AI tools with secure **tool calling/function calling** for REST APIs, SQL databases, Jira, and Duck Creek.

AI-Driven Weather Hazard Intelligence Platform

- Built a RAG-based generative AI solution to predict location-specific weather hazards and enrich insurance FNOL and claims workflows.
- Developed LangChain agents with custom tools for weather data, policy context, and claims enrichment, orchestrated through LangGraph.
- Integrated Azure OpenAI, Azure Functions, Blob Storage, and Cognitive Search vector search for a scalable serverless deployment.
- Enabled proactive alerts, context-aware conversations, and risk-based recommendations with secure Azure AD and managed identity access.

AI Insurance Chatbot

- Architected and developed a production-ready AI Insurance Chatbot leveraging Azure OpenAI, LangChain, LangGraph, Pinecone, and Azure AI Foundry.
- Implemented a RAG architecture using vector embeddings, Pinecone, and semantic retrieval for accurate policy and claims assistance.
- Built agentic workflows for policy search, claim status tracking, document analysis, and knowledge retrieval through custom tools.
- Designed scalable backend services using Python, FastAPI, Azure Functions, and Azure cloud-native services.
- Delivered context-aware conversational experiences that improved operational efficiency and accelerated customer support workflows.

CERTIFICATIONS

- Microsoft Certified: Azure Developer Associate (AZ-204)
- Microsoft Certified: Azure Fundamentals (AZ-900)