

# Uday Dahiya

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## WORK EXPERIENCE

### nStore Retech Private Limited | B2B SaaS (Mumbai, India)

Jun '24 – Present

B2B SaaS firm; I build AI-native personal-finance & engagement products that banks deploy to their end customers

#### AI Solutions Architect

- Owned **product strategy & roadmap** for AI products deployed by banks & enterprises to their customers; running discovery & prioritization to translate user pain points & **RBI FREE-AI Framework** tradeoffs into a shipped roadmap
- Designed the **product & system architecture** for an **agentic-AI application in personal finance**, spanning a deterministic metrics engine, scoring, nudge & conversational agent layers, & led development & deployment end to end
- Led **client-facing solutioning** for a **mid-size bank** across **Wealth Management, Credit Risk, Cross-Sell & Churn**, pairing financial & AI lenses from discovery to solution design to map value levers worth **₹100 Cr+** of P&L impact
- Led **HLD & LLD reviews** with engineering to architect scalable **RAG, agent memory & tool-calling** into **KYC & credit-risk operations pipelines** for bank clients, shipping to production & improving operational efficiency by **30%**
- Bridged the **CXO suite** & engineering teams to drive **internal AI adoption**, cutting **delivery & support TAT** by **60%**
- Designed & shipped the company's **internal AI system**, integrated with **Jira, GitHub & M365** for in-workflow adoption

#### Customer Experience Manager

- Owned **customer experience & product metrics** end to end for **6 enterprise clients** serving **1Cr+ end customers** on a **B2B2C white-label platform**, building the **measurement framework from zero** across the full customer funnel
- Ran discovery with **enterprise client leadership** to define & track **activation, engagement, retention, cross-sell / upsell & CSAT**, translating pain points into prioritized requirements & **50+ features shipped** with product & engineering
- Designed & shipped an **AI-based customer-resolution system** end to end, **cutting resolution time by 75%** & automating support & operations workflows for clients' end customers with product & engineering

## INTERNSHIPS AND PROJECTS

### SuperOps SuperHack 2025 | Building Agentic AI for IT Operations Management (Google RLM)

Sept '25 – Oct '25

- Led cross-functional team in developing & deploying **AI alert triage system** using Regression Language Models (RLM/T5) for **text-to-text regression** on raw IT data, achieving 90% noise suppression for Managed Service Providers
- Built production **RAG chatbot** using ChromaDB vector database & LLM inference (**Qwen 2.5 7B**) that indexed 30+ articles, achieving **40%** ticket deflection through semantic similarity search & intelligent self-service resolution

### American Express | Top 10 National Finalists (out of 5500 teams), ML Super Bowl Challenge

July '23 – Oct '23

- Designed merchant recommendation engine using **XGBoost** on **12M+** row commercial dataset with feature engineering (one-hot encoding on 500+ categorical features, PCA) & hyperparameter tuning (145 trees, 0.01 learning rate, 3-fold CV)

### OfBusiness | Pricing Analytics & Growth Strategy (Python, Multi-Linear Regression)

Apr '23 – Jun '23

- Built predictive pricing engine using multiple linear regression & feature engineering on historical steel sales data, achieving >70% accuracy with statistical significance testing (p-value <0.05) & hypothesis validation on pricing trends

## EDUCATION

Indian Institute of Management, Indore | *Master of Business Administration (MBA)*

Mar '24

Indian Institute of Management, Indore | *BA, Foundations in Management*

Apr '22

Delhi Public School, Gurgaon | *CBSE XII*

May '19

Delhi Public School, Gurgaon | *CBSE X*

May '17

**Major Electives:** Product Management, Project Management, AI/ML, Corporate Strategy, Consumer Behaviour, UI/UX

**Skills: Product Management:** PRDs, Roadmaps, Strategy & Tradeoffs, User Journeys, Prioritization, Agile, Scrum & Jira

**ML & AI:** RAG, Vector Embeddings, SLM/LLM, Agentic AI & MCP, Prompt Engineering, Claude Code & Replit

**Full-Stack Development:** React, Node.js, Python, SQL, FastAPI, APIs, Docker, AWS & Azure, HLD & LLD Design

## AWARDS AND CERTIFICATIONS

- AWS Certified AI Practitioner** - Demonstrated foundational knowledge of AI/ML concepts, responsible AI practices
- Anthropic Claude Developer** - Building with the Claude API, Claude Code in Action, Claude on Google Cloud & Bedrock
- Anthropic Agents & MCP** - Model Context Protocol (Intro & Advanced), Agent Skills, AI Fluency Framework
- Awarded by **AmEx** as the national finalists out of 5500 teams in the Analytics Campus Superbowl Challenge