

# SHUBHAM PRAJAPATI

AI Engineer · Autonomous Systems · Reliability-First Production Engineering

19 Open-Source AI Repos

247+ Automated Tests

3 Shipped Products

5+ Years L2 Ops & SLA Ownership

I build **autonomous AI systems with a reliability-first mindset**, shaped by 5+ years in L2 Support and Operations across ServiceNow and SAP. Unlike typical AI development that stalls at the proof-of-concept stage, my focus is entirely on **production-grade execution**. My portfolio includes 19 open-source AI engineering repos, 247+ automated tests, and three fully shipped products.

## SHIPPED PRODUCTION SYSTEMS

### BODH

#### Cross-Platform Wellness Platform

Next.js 15 web + Expo 54 React Native.  
Multi-agent CrewAI pipeline for psychological analysis, secured by hardened SSO, Redis rate limiting, and Sentry monitoring.

### Agency OS

#### 6-Agent Marketing Automation Pipeline

FastAPI + Postgres + CrewAI. Zero-cost critical paths, Hinglish-native WhatsApp content generation achieving 3x higher reply rates. Running internally.

### Agentic SDLC Engine

#### Autonomous Code Generation System

Turns plain-English goals into verified code. 9-provider LLM chain with session circuit breakers, vector memory, and a 13-class error taxonomy.

## SOLVE-LAYER REPOSITORIES — EXTRACTED FROM PRODUCTION

### Reliability & Memory

- **Agent-Routing** — Multi-provider LLM router with budget-aware routing
- **Agent-Scars** — Failure memory injecting repeat-error guards into prompts
- **Agent-Context** — Dependency graph builder mapping blast-radius

### Pipelines & Data

- **RAG Knowledge Engine** — Hybrid retrieval with RAGAS-style evaluation
- **Research Agent** — Cascaded multi-source search pipeline
- **Video Engine Starter** — Programmatic video solving Temporal Authority

### Governance & Architecture

- **Agent-Constitution** — Detects & prevents agent drift
- **Agentic-Patterns** — 7 production architectures from 18 months of building
- **Equilibrium** — 6-engine infra layer (Python + ESM JS)
- **Agent-SaaS-Boilerplate** — Multi-agent SaaS with geo-routed billing

## EXPERIENCE

Jan 2024 – Present

Gurgaon, India

### Independent AI Systems Engineer

Self-Funded R&D · 19 repos · 247+ tests · 3 shipped products

- Architected **Founder's Agentic OS** — 8-subsystem autonomous marketing OS (DAG orchestrator, 7 Apex agents, 4 pipelines, 25/25 E2E tests) as solo architect and lead engineer.
- Built **Agentic SDLC Engine** — 6-agent pipeline (137 tests), 9-provider LLM chain with circuit breakers and 13-class error taxonomy. Published **MCP Agent Toolkit + RAG Knowledge Engine v2** open-source.
- Shipped **BODH / WellnessInYou** — live cross-platform wellness product (Next.js 15 + Expo 54, 51 Playwright E2E tests, wellnessinyou.in).

Dec 2022 – Aug 2024

EvoralT · Bengaluru

### IT Support Specialist, L2

SAP & ServiceNow

- Owned **P1/P2/P3 incident response** for enterprise SAP/ServiceNow deployments — SLA compliance, Graylog log analysis, database audits.
- Led **ServiceNow workflow redesign** — JS automation, custom dashboards, ticket routing; reduced manual overhead 20%. Wrote 40+ RCA runbooks.

2019 – Dec 2022

HCL Technologies · Noida

### Technical Lead → Acting Floor Manager

L1 Agent → SME → Team Lead → Acting Floor Manager (4 promotions)

- Onboarded and trained **250+ support agents** — knowledge bases, live training, floor coaching across multiple programme intakes.
- Acted as Floor Manager during escalations — live queue prioritisation, P1/P2 SLA coordination, incident triage across a 250+ seat floor.
- Led **new chat and call vertical from zero to live in 6 months** — scoped workflows, built onboarding docs, deployed trained team to production on schedule.

Open to AI Engineer · LLM Engineer · Backend Engineering roles

Where reliability, end-to-end ownership, and shipping functional systems matter.

Checkout My Portfolio Website