

Pooja Tumma

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PROFESSIONAL SUMMARY

AI Engineer with **2 years** of production experience building **agentic systems**, **RAG pipelines**, and **event-driven backend infrastructure**. Independently architected and shipped **StratumAI** a parallel multi-agent orchestration platform with distributed caching and sub-3s query latency. Also designed and deployed AI automation workflows using **Salesforce Agentforce** for enterprise clients. Certified Agentforce Specialist and Data Cloud Consultant. Adept at moving quickly from problem to prototype to production-grade system.

WORK EXPERIENCE

Software Developer | Exceller Tech

June 2024 – Present | Mumbai, India

- Architected and deployed Salesforce **Agentforce AI workflows** for enterprise CRM clients translated ambiguous product requirements into production-grade agentic features, **reducing manual process time by up to 40%**.
- Sole technical owner of **6 enterprise integration deployments** (Node.js + AWS Lambda) processing high-volume async event workloads maintained fault-tolerant operation with zero critical incidents across all deployments.
- Designed complex Apex Queueable/Batch asynchronous frameworks and event-driven architectures that eliminated **~40%** of manual operational overhead for client teams.
- Built fault-tolerant payment and CTI integrations using **RESTful APIs**, idempotency guarantees system remained stable under network failures and ambiguous edge cases.
- Contributed to **enterprise SaaS document generation platform** shipped backend modules handling distributed data processing at scale for multi-tenant enterprise clients.
- Recognized with **Outstanding Performance Award (2024)** for fastest feature-to-production turnaround on the team.

PROJECTS

StratumAI | Python, LangGraph, LangChain, Mistral AI, Tavily, Streamlit, Supabase, Upstash Redis

[Github](#) | [Live Demo](#)

- Designed and shipped a multi-agent orchestration platform using **LangGraph StateGraph**, three specialized agents execute in parallel via **ThreadPoolExecutor**, benchmarked at **58%** lower end-to-end latency vs sequential execution across 50 test queries.
- Designed and implemented **distributed agent orchestration** with tool-use (Tavily web search), demonstrating deep understanding of agentic workflows, state management, and fault-tolerant execution with per-agent retry logic.
- Built **persistent caching layer** using Upstash Redis (6-hour TTL, case-insensitive key normalization) reduced average cost per query by eliminating duplicate API invocations for repeat searches.
- Built a Supabase-backed job scheduler with restart survivability system state persists across app restarts, demonstrating production-grade reliability thinking for multi-user environments.

Generative AI Chatbot | Python, LangChain, OpenAI, Gradio

[Github](#)

- Built a **Retrieval-Augmented Generation (RAG)** pipeline using vector embeddings and semantic retrieval to improve response accuracy and **reduce hallucinations by 38%**.
- Implemented context-aware prompt engineering and memory management and built an interactive web interface with **Gradio**.

NEWSIN - News Analyzer (Published Research Project) | Python, NLP, TextRank, RSS

[Github](#)

- Built an NLP pipeline processing 100+ news articles per minute using TextRank extractive summarization + sentiment analysis selected for Top 1% recognition at institute academic showcase.
- Published in the [IJRASET Journal](#) (Vol. 10, 2022); built and documented an AI solution for a real-world problem.

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: Agentforce Specialist, Data Cloud Consultant, Nvidia : Getting Started with DL, AWS Educate : Introduction to GenAI

AI / LLM: LangGraph, LangChain, Llamaindex, RAG, Multi-Agent Systems, Vector Embeddings, Mistral AI, Agentforce, Tavily

Vector DBs: ChromaDB, FAISS, Upstash Redis — experience with semantic retrieval, TTL caching, reranking

Evaluation: Manual LLM eval harnesses, RAGAS (learning), LangSmith tracing

Backend: Python, FastAPI, Node.js, REST APIs, Microservices, AWS Lambda, Webhooks

Databases & DevOps: MongoDB (NoSQL), Supabase, AWS S3, Redis, Git, Docker, CI/CD.

EDUCATION

Bachelor of Computer Engineering (AI/ML Honors Degree)

June, 2024

A. P. Shah Institute of Technology | CGPA : **9.65/10**

Mumbai, India

LEADERSHIP EXPERIENCE

Secretary - The Period Society Maharashtra (NGO) : Led menstrual hygiene drives across 5+ rural districts, impacting 7,000+ women.

Ambassador - AI/ML Club APSIT : Organized technical workshops and hands-on coding sessions to enhance AI/ML literacy.

EM Head - NSS APSIT : Led 40+ social impact initiatives and led a team of 70 volunteers for rural education and health drives.