

Maneesh Ujji

Applied AI/ AI Systems Engineer

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SUMMARY

Applied AI systems builder with experience operating production-facing workflows involving real users, financial data, and system failures. Hands-on experience maintaining backend systems, fixing reliability issues in student account workflows, and building LLM-driven decision-support tools with human-in-the-loop safeguards.

EDUCATION

Master of Science, Computer Science

Dec 2025

Cleveland State University

Bachelor of Technology, Computer Science Engineering

Nov 2022

Avanthi Institute of Engineering and Technology

SKILLS & CERTIFICATIONS

Applied AI & ML: LLMs (GPT-4, Gemini Flash, Ollama), prompt engineering, RAG (ChromaDB, sentence-transformers), multi-agent systems, human-in-the-loop workflows, model evaluation

Programming & Data: Python, SQL, JavaScript, Java, Pandas, NumPy, data pipelines, ETL workflows, SQLite

Frameworks & Tools: PyTorch, TensorFlow, scikit-learn, Keras, Plotly, Dash, Streamlit, Power BI, Git, Linux, VS Code

Systems & Operations: Production troubleshooting, system debugging, stakeholder-facing support, human-in-the-loop automation

Certifications: OpenAI – ChatGPT Prompt Engineering for Developers; Google/Kaggle – AI Agents Intensive; DeepLearning.AI/Stanford – Supervised ML

EXPERIENCE

Marketing Data Analyst (Temporary) - Aramark

Cleveland, OH | Jan 2026 - Present

- Own production data systems for university dining, including meal plans, dining dollars, sales, inventory, invoicing, and student account updates.
 - Fixed backend data and scripting errors that caused incorrect meal plan and dining dollar allocations.
 - Supported account-sync and backend failures impacting student balances and services.
 - Maintain production dining websites used operationally by students and staff.
 - Partner with campus stakeholders to ensure data accuracy for operational and financial decisions.
 - Exploring AI-assisted email triage to reduce manual handling of high-volume dining inquiries.
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IT Analyst (Part-time) - Aramark

Cleveland, OH | Oct 2024 - Dec 2025

- Resolved backend system and account-sync issues affecting student meal plans and dining services.
 - Troubleshot production systems with direct user and financial impact.
 - Built and deployed the official VikingFoodCo website used campus wide.
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Graduate Research Assistant (Graduate Assistantship) - Cleveland State University

Cleveland, OH | May 2024 - Jan 2025

- Adapted object detection models from color to thermal imagery to improve robustness across environments.
 - Built and evaluated simulation-based learning systems demonstrating transfer learning.
 - Communicated system behaviour and performance trade-offs through visual reports.
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PROJECTS

Support Copilot - AI-Assisted Support System (Internal Tool)

Applied AI / LLM Systems

- Designed and built an AI-assisted support copilot to triage incoming tickets, retrieve relevant internal documentation, and draft source-backed responses.
 - Implemented human-in-the-loop approval workflows with confidence scoring and escalation recommendations for low-confidence or sensitive cases.
 - Built retrieval-driven drafting grounded in an internal knowledge base to prevent hallucinations and enforce policy consistency.
 - Added reliability features including unknown detection, explicit citations, and visibility into system uncertainty.
 - Focused on decision support, transparency, and failure-aware behaviour rather than full automation.
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Creator Inbox Intelligence Agent - Multi-Agent AI System

Google AI Agents Capstone

- Built a multi-agent system to classify inbox emails, retrieve contextual knowledge, draft responses, and log follow-ups.
 - Implemented semantic search, tool-based data access, and workflow orchestration for end-to-end triage.
 - Developed an evaluation pipeline with accuracy, F1 scores, confusion matrices, and baseline comparisons to assess performance and failure modes.
 - Designed with escalation paths and human review to ensure reliability in real-world usage.
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SpaceX Launch Success Prediction - Decision-Support ML System

IBM Data Science Capstone

- Built machine learning models to predict Falcon 9 first-stage landing success using historical launch data.
 - Performed data collection, cleaning, visualization, and model evaluation to support decision-oriented analysis.
 - Designed an interactive Plotly Dash dashboard to communicate predictions and trends to non-technical users.
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Additional Machine Learning Projects

- **Diabetes Prevalence Analysis:** Regression and visualization on U.S. health datasets to analyse disparities.
- **Text Emotion Recognition:** NLP models for emotion classification in social media text.
- **Depression Severity Prediction (PHQ-9):** Survey-based ML analysis of mental health severity patterns.
- **Indian Sign Language Recognition:** Deep learning model translating gesture input to text using TensorFlow and MediaPipe.