

Nand Dave

Applied AI Engineer | Voice Agents | Customer Delivery

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Applied AI engineer and founder with 3 years across data and AI roles, delivering customer-facing voice agents, Python/FastAPI tool integrations and production data pipelines. Experience spans customer discovery, engineering rollout and repeatable agent evaluations.

WORK EXPERIENCE

Founder & Lead AI Engineer | Brokai Labs, Bengaluru, India

Nov 2025 – Oct 2026

- Developed and launched a Retell-powered salon AI voice receptionist from customer discovery through engineering rollout; handled about 300 calls and completed about 240 confirmed bookings per month for Brokai's first paying customer.
- Developed Jarvis's initial LiveKit LLM voice agent with persistent memory and tool integrations across Slack, Linear, Gmail, Calendar and Notion; evaluated 30-40 cases per round for task completion, tool routing and answer relevance to guide fixes.
- Led delivery of a bulk resume-ingestion and candidate-ranking workflow used to screen 300+ applicants against job-fit criteria.

Founding AI/ML Engineer | Oaklet, Berkeley, CA

Sep 2025 – Oct 2025

- Developed a healthcare appointment assistant that booked appointments, reserved calendar slots and sent emails as Oaklet's first AI engineer.
- Implemented a patient-intake workflow spanning seven question types in React, Express/TypeScript and DynamoDB, with encryption, audit logging and retry handling.

AI Engineer | Centific, Bellevue, WA

May 2024 – Aug 2025

- Engineered an Azure Blob Storage and Label Studio audio pipeline processing 6,000+ hours weekly across 6+ locales, reducing processing time 70% and failures 85% while maintaining 99.5% uptime.
- Designed human-in-the-loop speaker-label validation for noisy audio, achieving 95%+ labeling accuracy.
- Built near-duplicate detection across 10+ languages, including right-to-left and character-based scripts, reducing associated costs 30%.

Data Scientist (Co-op) | 7-Eleven, Irving, TX

Jun 2022 – Dec 2022

- Rebuilt ETL pipelines in PySpark across 10+ sources, improving data accuracy 18% and cutting KPI runtimes 23.7%; automated unsupervised clustering of 1,000+ promotional offers at 98.2% accuracy, saving 1,000+ manual hours a year.

Founder | ANA Packaging & Trading, Bengaluru, India

Jun 2020 – Jul 2021

- Managed inventory and buyer-risk decisions at a paper-cup manufacturer using R/SQL analysis and A/B tests; stockouts fell 17%, payment defaults 70% and order conversion rose 16.2% during the business period.

PROJECTS

Hapi - agent tool-execution API (prototype)

- Developed a FastAPI tool-calling prototype with 28 defined actions across Gmail, Sheets, Slack and PostgreSQL, adding authentication, credential encryption, schema migrations and execution logs.

PUBLICATIONS

LegalWiz: A Multi-Agent Generation Framework for Contradiction Detection in Legal Documents (NeurIPS 2025 GenProCC Workshop) — Multi-agent benchmark generating synthetic legal documents with six contradiction types to stress-test detection in legal RAG pipelines.

Scalable Multilingual PII Annotation for Responsible AI in LLMs (IEEE ICDM Workshops 2025) — Human-in-the-loop annotation framework covering 13 locales and ~336 PII types, producing high-fidelity datasets for LLM fine-tuning.

SKILLS

Machine learning: supervised and unsupervised learning, evaluation and benchmarking, clustering, near-duplicate detection, ranking and scoring systems, A/B testing, human-in-the-loop annotation

Speech, vision and deep learning: PyTorch, OCR, Whisper / ASR, Label Studio

Generative and agentic AI: LLM application development, RAG, LangChain, LangGraph, multi-agent systems, tool calling, prompt engineering, real-time voice AI (LiveKit, Retell, OpenAI Realtime API)

Programming and infrastructure: Python (Pandas, NumPy, PySpark), SQL, TypeScript, React, Next.js, Express, FastAPI, PostgreSQL, DynamoDB, R, Docker, AWS (Certified Cloud Practitioner), Azure

EDUCATION

Northeastern University, Boston, MA — M.Sc. Engineering Management, Specialisation in Data Science