



SHREYAS PACHPUTE

AI PRODUCT ENGINEER

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PROFILE

AI Product Engineer who starts with the problem, not the tool. I turn manual business processes into systems: agents, document intelligence, automation and the product plumbing that makes them run inside real software. Two products in production: AI agents inside a live ERP/CRM integration platform, and the AI backend of a tax-prep automation platform used by CPA firms. Technology-agnostic by design: I learn what the problem requires.

EXPERIENCE

AI Engineer

Jan 2024 – Mar 2026

Commercient Sync · Commercient AI

Built and shipped AI agents inside an existing .NET product: a Support Agent that resolves tickets with live ERP/CRM context, and a LangGraph Sales Agent that qualifies visitors and generates leads.

Replaced a third-party website bot (Drift, ~\$12k/month) with the in-house Sales Agent grounded in the company's own synced data.

Loaded and served open-weight LLMs on the company's GPU servers with vLLM, removing per-token API dependence for every agent.

Designed a self-serve bot-builder platform: customers upload data from Google Drive, YouTube links, sitemaps and files and get a working assistant. Built the scraping and ingestion pipelines behind it.

Built a SQL View Generator that turns plain-language questions into views over synced ERP/CRM data.

Ran retrieval (RAG) and fine-tuning for domain tasks; mentored teammates on applied AI and on integrating models into a product with existing customers.

AI Product Engineer

[START] – [END]

ZYLITIX · DTAXO — AI tax-prep automation for CPA firms

Own the AI backend of a production tax-prep platform: documents in, first-reviewed return out, then RPA entry into the firm's own Drake or CCH Axcess.

Built document intelligence that classifies and extracts structured tax data from any document in any condition (W-2, 1099 family, 1098, K-1, brokerage PDFs, scans), with every value traceable to its source.

Built workpaper generation (workbook and leadsheet) with documentation-completeness tracking, plus AI prep and first-level review that flags and documents preparer judgment calls.

Designed the document-update flow so corrected documents re-run extraction, workpapers and the return without starting over.

Platform, per dtaxo.com: 8,000+ returns processed, 119 CPA firms, 2,800+ client entities, first live return within 24 hours of signing.

SKILLS

AI / LLM

vLLM · LangGraph · RAG · Fine-tuning · Prompt & eval design · Agents

ENGINEERING

Python · .NET · SQL · REST APIs · Web scraping · Ingestion pipelines

PLATFORM

AWS · GPU serving · Docker · Git · Playwright

PRODUCT

Workflow automation · Integrating AI into existing products · Mentoring

CERTIFICATIONS

AWS Certified Machine Learning – Specialty (MLS-C01)

Amazon Web Services · [YEAR]

Amazon ML Summer School 2023

Amazon (India) · 2023

EDUCATION

[DEGREE], [INSTITUTION] · [YEAR]