

SAMEER SUNIL KADI

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EDUCATION

Master of Science in Data Science, Analytics & Engineering (Human Centered Application)

Arizona State University | GPA: 3.85

Aug 2024 – May 2026

Bachelor of Technology in Computer Science Engineering (AI & ML)

Vellore Institute of Technology, Bhopal | GPA: 3.36

Jul 2019 – May 2023

PROFESSIONAL EXPERIENCE

Student Support Assistant (Paid, Part-Time)

International Students & Scholars Center, Arizona State University

Jan 2025 - Present

- Selected from 400+ applicants for a paid operations role
- Led end-to-end execution of programs with up to 800+ attendees
- Managed \$72K departmental budget and overseeing vendor payments and cost optimization in coordination with business teams
- Led and trained a 30-member volunteer team
- Coordinated cross-functional stakeholders including vendors, sponsors, and institutional partners
- Built execution timelines, staffing plans, and contingency workflows
- Managed budgets, procurement, and compliance requirements
- Increased number of events hosted by 50% compared to prior term while reducing per-person cost from \$15 to \$11 while increasing attendance by 6%
- Organized Navratri event (800+ attendees, 1300+ RSVPs) and AI Summit with Consulate General of India LA
- Executed 40+ additional programs in collaboration with AWS teams, ASU Career Services, Lotus Labs, university leadership, faculty, and alumni

Voice UI/UX Research Intern

AnKaSumMor, Bangalore, India (Remote)

Jan 2022 - April 2022

- Designed and structured voice command flows for human-bot interaction
- Enabled users to browse grocery lists, products, and complete orders via voice
- Tools used: Google Actions Console, Voiceflow

PROJECTS

AI Customer Support Operations Platform

Status: MVP (Functional, End-to-End, Dockerized)

- Designed and built an AI-ready customer support operations system simulating real production workflows
- Built ticket ingestion APIs, intent classification with confidence scoring, and rule-based automation for auto-resolution vs human escalation
- Integrated Retrieval-Augmented Generation (RAG) using local embeddings to retrieve knowledge base articles for support responses
- Developed an operations dashboard with searchable ticket history, escalation tracking, SLA monitoring, and support performance metrics
- Built observability features including automation rate, escalation rate, resolution metrics, and SLA breach tracking

Tech: FastAPI, Python, Sentence Transformers, RAG Retrieval, SQLite, HTML, CSS, JavaScript, Docker, Docker Compose

IBM AI Product Management Capstone (In Progress)

IBM Professional Certificate

- Developing an AI product case study covering problem framing, PRD creation, metrics definition, and lifecycle planning

SKILLS

Product & Ops: Product Lifecycle, Release Operations, Backlog Management, SOPs, Incident Management, Stakeholder Coordination

AI/ML: AI Product Lifecycle, Model Evaluation Concepts, Confidence Thresholding, Feedback Loops, Metrics Tracking

Technical: Python, FastAPI, Docker, REST APIs, HTML, CSS, JavaScript, RAG

Analytics: SQL, Tableau, KPI Definition, Event Logging

Tools: Jira, Notion, Slack, GitHub, Excel

CERTIFICATIONS

- **IBM AI Product Manager Professional Certificate** — *In Progress* **Jan 2026**
- **IRB – Social & Behavioral Research (Group 2), CITI Program** **Feb 2025**
- **Self-Driving Cars Specialization** — Coursera **Dec 2021**
- **Marketing Management** — VIT Online Learning **June 2020**
- **AWS Certified Cloud Practitioner** — AWS (Expired Aug 2025) **Sep 2022**