

Keyur Patel

Sr. GenAI Engineer | Dallas-Fort Worth Area | (201) 993-9569 | simkeyur@gmail.com | [linkedin.com/in/simkeyur](https://www.linkedin.com/in/simkeyur) | simkeyur.github.io

Professional Summary

Software Engineer with over a decade of experience architecting, developing, and integrating scalable SaaS products and enterprise solutions. Proven leader with a product-centric mindset, adept at directing cross-functional teams to deliver complex projects on schedule. Currently specializing in leveraging Generative AI and Large Language Models (LLMs) to build innovative, high-impact applications that drive business value and enhance user experience. An energetic problem-solver recognized for quickly mastering new technologies and driving AI initiatives from concept to production.

Core Competencies & Technical Skills

- **AI & Machine Learning:** Generative AI, Large Language Models (LLMs), RAG (Retrieval-Augmented Generation), API Integration, Google ADK, Langchain
- **Programming Languages:** Java (J2EE), C#, .NET, Python, JavaScript, TypeScript, PHP
- **Backend & Web:** Microservices Architecture, API Development, RESTful APIs, ASP.NET, Node.js, HTML, CSS
- **Databases:** Firestore, ChromaDB, MySQL, PostgreSQL, MongoDB
- **DevOps & Tools:** Docker, Kubernetes, CI/CD, Git, SVN, Jenkins, Agile, Scrum, Jira
- **Cloud Platforms:** Microsoft Azure, Google Cloud Platform (GCP), Amazon Web Services (AWS)
- **Blockchain:** Certified Blockchain Expert, Smart Contract Development
- **Frontend:** React, Next.js, Bootstrap, Tailwind CSS

Professional Experience

Sr. Engineer, AI | T-Mobile USA | *April 2024 - Present*

- Building a multi-agent orchestration framework utilizing Glean and LangChain, implementing autonomous reasoning loops and secure tool-calling across enterprise HR ecosystems.
- Developed and optimized agentic workflows using dynamic action mapping and recursive intent classification, achieving a 50% reduction in HR ticket resolution latency.
- Built and scaled distributed microservices to bridge AI agents with Workday, UKG Pro, and ServiceNow, leveraging REST/GraphQL and T-Mobile's internal API Gateway with WAF-integrated security.
- Implemented RAG (Retrieval-Augmented Generation) and semantic search patterns to enhance information retrieval precision, significantly reducing hallucination rates in HR data transactions.
- Established comprehensive observability for agentic reasoning paths using Splunk and Grafana, maintaining a 99.9% uptime SLA for high-concurrency HR microservices.
- Integrated LLM evaluation (LLM-as-a-judge) and unit testing into GitLab CI/CD pipelines, improving deployment throughput by 20% while ensuring model safety and compliance.
- Expanded the integration footprint from 10 to 15 HR applications, supporting a unified, AI-driven interface for 50k+ internal users.
- Standardized agentic design patterns by authoring technical architecture documentation and onboarding playbooks, reducing engineer ramp-up time by 30%.

Lead Engineer, Software | T-Mobile USA | *June 2020 - April 2024*

- Leading team of engineers crafting & building microservices and apis to move data across systems and within employee lifecycle SaaS/PaaS systems.
- Led a team of Development Engineers and QA Engineers to modernize API portfolio for HR Data, resulting in improved performance of API transactions by 80%.
- Led complete end to end design of API Modernization Project along with engineer on team for group of microservices that moves HR data across different employee lifecycle platforms and hosted them on Kubernetes based T-Mobile's internal cloud. This resulted in improved scalability of data flow.

- Led API based solution for assigning employee trainings and tracking status of training completions via Java Microservices and ServiceNow Ticketing, resulting in optimized employee training process.
- Led Employee Onboarding Mobile App Project and converted it to PWA (Progressive Web App) Mobile App resulting in improved deployment and app installation process.

Senior Consultant | Sogeti USA (Capgemini Group) | *May 2017 - June 2020*

- Led Blockchain development initiatives within the Sogeti Dallas practice, translating complex business and functional requirements into robust software applications.
- **Client: Allied Pilots Association**
 - Led a project to automate manual member requests, reducing processing time by 60% and creating a verifiable audit trail for compliance.
 - Developed a log monitoring solution using Power BI and ASP.NET to track user activity and errors across critical web and mobile applications.
 - Architected and developed a hybrid application to enhance the pilot notification system for flight delays, gate changes, and crew updates, improving operational efficiency.

Software Consultant | Perfaware LLC | *May 2015 - April 2017*

- Developed UI components for Perfaware's Real-Time Analytics Visibility and Enterprise Monitoring (RAVE) platform, an omni-channel order pipeline monitoring solution for major retailers.
- Designed and developed proof-of-concept (POC) applications for clients, including an order shipment simulator microservice and a Helpdesk Chatbot using IBM Watson.
- **Client: The Home Depot**
 - Led the design of an inventory availability solution, collaborating with the IBM Engineering team on the first pilot of a Cassandra-based lookup system for e-commerce.
 - Developed a custom tool to compare over 1 million SKUs weekly, facilitating a smooth transition from a legacy inventory management system and ensuring data integrity.
 - Built a custom dashboard providing return order visibility, significantly improving customer satisfaction with the return process.

Software Developer Intern | Santander Consumer USA | *April 2014 - August 2014*

- Modified and wrote new unit tests for international projects using C#, .NET, and Microsoft MS Unit.
- Participated in regular code reviews and performed configuration management duties, including code merging and branching with Tortoise SVN.

Education

Post Graduate Degree in Generative AI (Jan 2026) *The University of Texas at Austin* [LINK](#)

Bachelor of Science in Software Engineering (May 2015) *The University of Texas at Arlington*

Certifications & Awards

- Best Agent Orchestration (Microsoft Copilot Hackathon) - 2026
- Aisera Workflows (Intermediate) - 2024
- **1st Place** – 2018 Sogeti DevOps Hackathon
- **1st Place** – 2013 Nationwide AT&T Coding Challenge

Projects

- <https://agentvector.web.app> - Agentic AI OS for small to midsize enterprises. [LINK](#)
- <https://careervector.web.app> - AI-driven career development platform.
- <https://eventnexus.web.app> - AI-driven event management platform.