

PUSHKAR SINGH

Forward Deployed Engineer | 5+ Years of Total Experience

B.Tech, Electronics & Communication Engineering (JSSATE Noida) • PGDRM, IRMA
Python • FastAPI • Claude API • n8n • BigQuery • PostgreSQL • Linux • REST APIs • AppSec
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TECHNICAL PROFILE

Forward deployed engineer with **5+ years of total experience** — client-facing commercial roles early on, then embedded technical owner inside retail operations teams (**Python** automation, forecasting pipelines, affinity and cross-sell analysis, requirements-to-spec ownership for engineering builds), now primary technical owner for AI initiatives in DealShare's CEO Office, reporting directly to the CEO.

Engineer by training. The entire arc has been deployment-side work: sit with non-technical users, extract the real workflow from an ambiguous ask, scope it, build it, deploy it on infrastructure I manage, then watch it fail in production and fix it.

Owns the full loop: discovery call → architecture → production deployment → adoption training → live iteration. Designs with security in the room from the start, not bolted on at review.

SELECTED PRODUCTION SYSTEMS

AI HR agent for frontline hiring — internal voice agent screening blue-collar candidates at scale, built on **Plivo AgentFlow** with a WhatsApp re-engagement handoff for non-responders. **FastAPI**, SQLite state machine, Meta WhatsApp templates.

24/7 voice support agent for store staff — conversational **voice AI** on a dial-in number letting frontline store staff log complaints and operational issues at any hour, including overnight, without waiting for a desk to open. Structured intake, automatic routing and ticket creation downstream.

Conversational BI agent — **n8n**, **BigQuery**, **Google Sheets API**, **Evolution API**, **LLM intent classification**. On-demand reporting to 70+ stakeholders including the CEO. Report turnaround 20–30 min → under 30 seconds (~365 hours/year recovered).

Store feasibility scoring agent — **Claude API** with custom **system-prompt engineering**, 7 weighted signals. Kickoff to live production in days; adopted by C-suite for new-store decisions.

BTL activation targeting agent — identifies and ranks high-potential below-the-line activity locations around offline retail stores using **Google Places API** and catchment signals, replacing manual field scouting for the marketing team.

Market intelligence pipeline — automated collection and normalisation of 1,200+ product-site combinations twice daily across three platforms, with alerting to operating teams. Replaced a paid third-party vendor tool.

Self-hosted production infrastructure — Hostinger KVM2 VPS running self-managed **n8n**, custom **FastAPI** services for PDF processing, WhatsApp delivery via **Evolution API**, Caddy reverse proxy, **systemd** timers. Full ownership of deployment, TLS, uptime and incident response.

Exception-first monitoring system — **BigQuery** → **PostgreSQL** → **FastAPI/HTMX**, LLM-generated narrative insights, **systemd**-scheduled. Replaced brittle **n8n** workflows with a maintainable service.

EXPERIENCE

Forward Deployed Manager — C-Suite | DealShare

Mid-2025 – Present

Primary technical owner for CEO-office AI initiatives. Reports directly to the CEO.

- Led discovery with business stakeholders to surface real workflows, converted ambiguous requirements into scoped **LLM** solutions, and drove each to production deployment.
- Designed and shipped the systems described above, spanning conversational BI, two production voice AI agents, decision-support scoring and marketing intelligence.
- Built and operate the self-hosted automation stack (**Linux**, **n8n**, **FastAPI**, **Evolution API**) end-to-end, including TLS, service supervision, access control and failure recovery.
- Instrumented agent behaviour in production, identified failure patterns, and iterated on prompt design and pipeline logic against live usage data.

- Led stakeholder onboarding and adoption training across business teams — the reason these tools got used rather than shelved.

Automation & Analytics Owner — Category Systems | DealShare

Feb 2025 – Mid-2025

Dual mandate — category P&L alongside the automation and data tooling behind it.

- Built **LLM agents** for daily stock reconciliation with **Discord**-based automated alerting — dump rate ~16% → under 5% (~70% reduction), delivering the first-ever positive margin in the category.
- Automated the full category **MIS pipeline**, eliminating manual coordination and giving real-time visibility into operational health.
- Translated recurring operational pain into **automation specs** — the ROI from this work drove elevation into the CEO Office.

Analytics & Automation Lead — Category Systems | Reliance Retail

Jun 2022 – Feb 2025

Dual business-and-technical role across one of India's largest organised retail networks.

- Built **Python**-based automation for **demand forecasting** and category reporting, replacing manual planning cycles.
- Ran **affinity and cross-sell analysis** on transaction data to drive assortment and promotional decisions.
- Served as the technical counterpart from the operating side for new product and tooling development — wrote **requirements**, specified logic, and worked directly with **engineering** because I spoke both languages. Effectively **product owner** for business-facing tools.
- Scaled offline milk volume from 80L to 1.5Cr litres (~88% growth) alongside a parallel subscription channel; ₹70 Cr/month business under management.
- Led the vendor network integration workstream post-Milkbasket acquisition, resolving cold chain supply as the primary market-entry blocker in new geographies.

Business Development Manager | IndiaMART Intermesh

2018 – 2019

First client-facing role — the discovery and stakeholder muscle an FDE runs on.

- Onboarded SME clients onto the B2B marketplace and upsold premium subscriptions; achieved 100% of KPI targets.
- Ran **requirement conversations** directly with non-technical business owners — translating what they said into what they actually needed.

Freelance Designer | Independent

2019 – 2020

Branding and design delivery for clients during MBA preparation.

TECHNICAL SKILLS

Languages & Frameworks: Python, FastAPI, SQL, HTMX, Swift (iOS), Next.js

AI & LLMs: Claude API, system prompt engineering, agentic workflows, RAG (pgvector, embeddings), LLM classification, production fallback and edge-case handling

Data: BigQuery, PostgreSQL, Google Sheets API, forecasting, affinity analysis, BI pipelines

Automation & Integration: n8n (self-hosted), custom REST APIs, Evolution API (WhatsApp), Plivo voice agents, Google Places API, Discord bots, third-party API integration

Infrastructure: Linux server administration, Caddy, systemd, VPS deployment, TLS, secrets management, production monitoring

Cybersecurity: active application-security practice — participates in **bug bounty programmes**; hands-on with **API and mobile-application vulnerability research**, authentication and authorisation flaws, and traffic analysis. Carries **threat modelling** into design reviews so shipped systems are hardened by default rather than patched after audit.

Deployment & Delivery: requirements discovery, solution scoping, technical specification, stakeholder onboarding, adoption training, executive communication

EDUCATION

B.Tech, Electronics & Communication Engineering — JSS Academy of Technical Education, Noida | 2014–2018

Post Graduate Diploma in Rural Management (MBA equivalent) — IRMA | 2020–2022