

BITAN BASU

AI Integration & Automation Specialist · CS Operations Lead · Client-Facing AI Workflow Design

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PROFILE

8 years across enterprise CS Operations — HP Inc. (L2 Team Captain, high-value enterprise clients, SEA/AU) and **Replicon/Deltek** (Senior CS Operations, 1.5 years — Fortune 500 accounts, API/integration troubleshooting, payroll-critical escalations, C-suite communication). The consistent thread: operating credibly on both sides of every technical conversation — with the client and with the engineering team.

In 2025–26, I translated that operational depth into AI implementation — building three publicly demonstrable platforms: **QualityOS** (live B2B SaaS at getqualityos.com — AI QA for CS teams using Groq Whisper, Llama 3.3 70B, hybrid RAG, Zapier automation, subscription billing), **ClarityCS** (LangChain multi-agent system with 5 tools: ticket pre-briefing, sentiment analysis, resolution scoring, RAG knowledge querying), and **NexusCS** (12-module AI CS Ops platform). All three are publicly demonstrable. The role I'm targeting is the one most organisations cannot fill: someone who identifies where AI creates measurable business value inside enterprise operations, designs the implementation, wires it into existing workflows, and communicates the ROI to leadership in plain English — without needing a translator on either side. Currently targeting AI Implementation and Technical Consulting roles as the foundation for a career in enterprise AI transformation advisory.

Actively tracking the AI landscape — agentic frameworks, RAG architecture advances, LLM releases — and applying relevant developments directly to workflow design and measurable business impact.

TECHNICAL SKILLS

AI & Agents	LangChain · RAG Architecture · ChromaDB · Claude API · OpenAI API · Groq / Llama 3.3 · HuggingFace Embeddings · Prompt Engineering
Automation	N8N · Make.com (SOC 2 compliant) · Webhook Design · REST API · AI Agentic Workflows
Data & ML	Python (Pandas · NumPy · Scikit-learn · Matplotlib) · SQL · Power BI · Sentiment Analysis · Text Classification · IBM Data Science Certified
CS/CX Platforms	JIRA Service Management (primary depth) · Salesforce (Agentforce · Data Cloud .CRM) · Freshdesk · Zendesk · ServiceNow · Replicon (data extraction, API, auth, integrations)
Communication	C-suite Escalation Management · Architecture Translation to Business Language · CEO/Director Briefing · QBR Facilitation · Cross-functional Handoff · ROI Reporting
Infrastructure	Next.js · FastAPI · Git / GitHub · Vercel · Railway · Supabase · REST API Design · Webhook Patterns · Dodo Payments

PORTFOLIO PROJECTS

QualityOS — AI-Powered QA & Coaching SaaS · Live B2B Product 2025-26 · Solo build · Live

Stack: Next.js 14 · FastAPI · Groq (Llama 3.3 70B + Whisper) · Supabase · Clerk · Dodo Payments · Railway · Vercel · Hybrid RAG (BM25 + LLM reranking) · [Live Demo →](#)

- ▶ **Market gap identified and product shipped** — identified a gap in the \$2.25B CS QA software market: no affordable tool combining call QA, ticket QA, and evidence-backed coaching. Competitors (Klaus, MaestroQA, Scorebuddy) charge \$500–2,000/month; QualityOS delivers the same outcome at a fraction of the price. Shipped end-to-end: AI scoring across 8 parameters with evidence quotes, KB-grounded analysis against uploaded SOPs, Pass/Coach/Flag verdict, and automated coaching pack generation — saving team leads 2+ hours of manual prep per session.
- ▶ **Full SaaS infrastructure** — Zapier integration connects to 5,000+ platforms (Zendesk, Aircall, Freshdesk, Intercom, Salesforce) for fully automated 100% analysis coverage with zero manual triggering. Team management system with shared KB, role-based access, team overview dashboard, and per-agent trend tracking. Subscription billing, persistent database, production auth, and custom domain — a complete revenue-ready SaaS product designed, built, and deployed solo.

NexusCS — AI CS Operations Intelligence Platform + RAG Chatbot 2025–26 · Solo build · Live

Stack: RAG · OpenAI API · Sentiment ML · JavaScript · 183KB, zero backend · [Live demo →](#)

- ▶ **12-module AI CS Ops platform** — Executive Dashboard (Revenue at Risk, Automation ROI), Ticket Queue with 6-filter sentiment scoring, Client Health with sentiment-adjusted composite scoring, AI Triage Engine, Workflow Builder with live Simulator, SLA Tracker, ML Pipeline with conditional action engine, and RAG Ops Assistant. Role-based access across 5 views: VP, CSM, CS Manager, L1 Agent.
- ▶ **Conditional action engine** cross-signals sentiment score × ticket priority × client churn risk to produce a specific recommended action per escalation — "Immediate CSM call + Executive loop-in" vs "Schedule EBR in 48 hours" vs "Override priority to Critical." The triage logic a senior CSM applies manually, made systematic.
- ▶ **RAG Ops Assistant(Chatbot) with role-aware context injection** — dynamically passes adjusted client health scores, sentiment deltas, agent capacity, MRR/ARR, and full ticket context to OpenAI API per query.

ClarityCS — LangChain Multi-Agent CX Intelligence System

2026 · Solo build · Live

Stack: LangChain · ChromaDB · Groq/Llama 3.1 · HuggingFace Embeddings · Streamlit · [Live Demo →](#) · [GitHub](#)

→

- **Agent Pre-Briefing Pipeline** — LangChain agent retrieves full ticket history, runs churn risk analysis via ChromaDB RAG against CS policy, and generates a structured 30-second agent brief before ticket open. Targets 3–5 min AHT reduction per ticket at scale.
- **Post-Interaction Quality Analyser** — scores closed ticket resolution 1–10 against policy standards, flags at-risk accounts before customers escalate. Five-tool LangChain orchestration — modular data layer designed for direct swap to live Zendesk / Freshdesk / JIRA API.

PROFESSIONAL EXPERIENCE

SR Support Services Analyst – CS OPS **Replicon (a Deltek company)**

Feb 2023 – Sep 2024 · 1.5 years · Remote

Enterprise Platform Support · API & Integration Troubleshooting · Data Extraction · Payroll-Critical Escalations · Dev Team Coordination

- **Senior member** supporting Fortune 500 and global enterprise accounts end-to-end on the Replicon platform — from large-scale data extraction and report configuration to **API issues, third-party integration failures, and authentication/SSO troubleshooting** in coordination with development teams.
- **Handled payroll-critical escalations** — where a platform issue directly blocked client payroll processing. Managed the communication layer between distressed clients and engineering: ran structured CEO update cadences, coordinated resolution, and maintained client confidence under sustained pressure. **Account retained; client cited communication quality as the deciding factor.**
- **Presented Replicon platform architecture and configuration options directly to client Directors and C-suite** — translated technical implementation choices into business-language decisions, then accurately relayed client requirements and constraints back to development teams. Operated on both sides of the conversation.
- Maintained **98% SLA compliance on Critical 1-hour response windows** across US time zones — zero financial penalties.

TECHNICAL SOLUTIONS REP III – Team Captain · **HP Inc.**

2016 – Jan 2023 · 7 years · SEA / AU Region

Enterprise Client Support · OS · Hardware · Network · Process Implementation · Team Development

- **L2 escalation support for high-value enterprise clients across SEA/AU** — complex OS, hardware, and network troubleshooting where technical resolution and clear client communication under pressure were equally critical. Sustained **4.7★ average CSAT** across enterprise escalations.
- **Acted as Team Captain for a 10+ agent L2 floor** — implemented new processes, trained junior agents, and served as the senior escalation point before tickets moved up the chain. Contributed to a **25% reduction in AHT** through workflow redesign and resolution standardisation.
- **Mentored 20+ agents.** Created a response playbook for the top 15 recurring query types, eliminating resolution variance across the team.
- **Multiple MVP and Extra Mile awards** — recognised for sustained top-tier CSAT and knowledge transfer .

KEY METRICS

SLA Compliance	98%	Critical 1-hour windows — Replicon, US enterprise accounts
AHT Reduction	25%	Workflow redesign and standardisation — HP Inc.
CSAT Average	4.7★	Across complex enterprise escalations — HP Inc.
Agents Mentored	20+	Along with feedback, upskilling
Team Led	10+ agents	Team Captain, L2 floor — process implementation and junior development
Escalation outcome	Retained	Payroll-critical CEO-level crisis resolved via communication — Replicon

EDUCATION & CERTIFICATIONS

SOC 2 Master Implementer

Scytale Academy · May 2026

SOC 2 implementation, security and compliance standards mastery · [Verify →](#)

IBM Data Science Professional Certificate

Coursera · Aug 2025 – Jan 2026

Machine Learning with Python · Data Science Methodology · Python for AI & Development · SQL for Data Science · Tools for Data Science · Python Project · [Verify →](#)

B.Tech — Electronics & Communication Engineering

Dr. Sudhir Chandra Sur Institute · 2016

CAREER NOTE

Following Replicon, I took a deliberate career break to go deep on AI — LLMs, ML engineering, data science, and practical automation. I completed the IBM Data Science Professional Certificate and built NexusCS, ClarityCS, and QualityOS. QualityOS is now a live, revenue-ready SaaS product at [getqualityos.com](#) — with real payment processing, persistent data, Zapier integration, and a team management system. All three projects are publicly demonstrable. **Available immediately.**