

KAUSTUBH KAR

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Education

- **M.S.** in Computer Science: AI & ML, Woolf University, Malta (ECTS Accredited, EQF Level 7) (*In Progress*) [Link](#)
- **B.Tech** in Electronics & Communication Engineering, West Bengal University of Technology | **8.24 GPA** [Link](#)

Core Competencies

Customer Success Management | Data Analysis & Visualization | Stakeholder Engagement | Escalation Management | Risk Mitigation, Security & Compliance | Process & SOP Development | SLA & KPI Management | Automation & Operational Excellence | Training, Mentoring & Enablement | Cross-functional Collaboration & Teamwork | SQL (BigQuery & MySQL) | Python | AWS | Data Visualization ([Tableau](#)) | Bash/Shell Scripting |

Professional Experience

Technical CS Specialist, Amazon Web Services

Jan 2022 – Sep 2025

Responsible for being the primary point of contact (POC) and trusted advisor for premium accounts, driving usage monitoring and cost optimization, resolving fraud, abuse and compliance escalations, partnering with Account Managers, TAMs, and Solutions Architects ensuring account health, compliance, security and service quota scaling.

- Delivered **14** automation workflows and **45** SOPs saving **1,768 hrs/associate/year** improving SLA compliance and team efficiency through data-driven root cause analysis. Rewarded and recognized for executing multiple global process improvements.
- Reduced cloud costs for premium accounts by driving RI and Savings Plans adoption, improving budget predictability and measurable spend optimization. Recognized with multiple performance and organizational awards for proactive ownership and customer obsession.
- Mentored **45** associates on AWS best practices and troubleshoot enterprise workloads — building cross-skill capability, enabling customers, and driving long-term value realization.
- Resolved complex escalations across TAMs, SAs, and Engineering teams, reducing recurring blockers by **27.5%** and strengthening customer trust and renewal readiness, earning frequent commendations from senior leadership and Account Managers.

Machine Learning Data Associate (Alexa), Amazon Development Centre

Jul 2017 – Dec 2021

Managed global training data pipelines and analyzed AI performance signals, collaborating with engineering and product teams to translate data insights into measurable improvements in Alexa's Natural Language Understanding (NLU) and response accuracy.

- Sustained **98%+** annotation quality for Alexa's NLU pipeline, surfacing systematic error patterns that directly shaped model improvement cycles and product team priorities.
- Led quality programs across **30+** associates in multiple locales, lifting data accuracy from **75.6%** → **96.46%**, assessment pass rates from **80%** → **95%**, and managing SLA targets, escalations, and capacity planning across international teams. Earned Extra Mile, Quality & multiple organizational awards for SOP creation, crisis resolution & contributions to key launches like GSR 2.0.
- Applied data analytics to escalation quality, raising response accuracy from **63.6%** → **74.2%** (Alexa) & **72.2%** → **96%** (Fire TV) delivering measurable end-user AI experience improvements.
- Validated Alexa AI platform upgrades identifying critical bugs, verifying model behavior changes, and recommending workflow enhancements that improved annotation throughput.

Technical Support Associate, Wipro (TalkTalk U.K.)

Dec 2014 – Sep 2015

Delivered end-to-end technical support and managed complex ticket escalations within strict SLAs. Enhanced overall customer satisfaction and quality resolution by analyzing support trends to drive proactive issue prevention and update self-help resources.

- Managed high-volume support & complex escalations, resolving **50–60** daily technical queries with a **95%+** First Call Resolution (FCR) rate and closing **95%** of escalated cases within **24 hours** at **97%** quality.
- Drove a **~14%** revenue uplift and a **22%** increase in premium plan adoption through strategic upselling during support interactions, concurrently maintaining a **95%+** CSAT score.
- Streamlined cross-functional escalation workflows and educated customers on best practices, significantly reducing recurring technical issues and repeat contacts.
- Mentored peers and led refresher training sessions, driving quantifiable improvements in team-wide SLA compliance and overall customer satisfaction metrics.

Projects

1. NL Query Agent — Amazon Bedrock | [GitHub](#)

Built a production-style agentic system on AWS (Bedrock Nova Lite + Strands Agents SDK) that enables **SQL-free natural language querying** over structured datasets — intelligently routing across Pandas and Athena based on dataset size; wrapped in a FastAPI UI with upload, query history, and per-tab memory; secured with IAM hardening, Bedrock Guardrails, and CloudWatch observability — all at **~\$1/month**.

2. **AWS Cloud Security Auditor — LLM Fine-Tuning** | [GitHub](#)

Built an **AI-powered cloud security platform** that detects AWS misconfigurations and generates real-time remediation patches across IAM, S3, Security Groups, and VPC. Fine-tuning a **3B parameter LLM** (Qwen2.5 + LoRA via Unsloth) to **97.6%** detection accuracy, architecting an automated audit pipeline integrating AWS Config and Security Hub to reduce **MTTR from hours to seconds**, and deploying a FastAPI backend on HuggingFace Spaces for real-time patch suggestions.

Certifications & Achievements | [Link](#)

- AWS Certified AI Practitioner, 2026
- AWS Certified Trainer, 2023
- GitHub Copilot Certified, 2026
- AWS Certified Machine Learning Engineer - Associate (*In Progress*)
- Grand Finalist at Meta × PyTorch OpenEnv Hackathon (**Top 800 of 31,000 teams**)