HARSHATH KHAN

Forward Deployed Engineer | Applied Generative AI

Namakkal, Tamil Nadu

PROFILE

Applied AI engineer with 4+ years at Infosys building and deploying Generative AI solutions for enterprise clients, now targeting Forward Deployed Engineer roles at product companies. Works at the intersection of engineering, data and the customer: discovers the real business problem, designs the LLM/agent solution around the customer's own data, and ships a working, measurable system inside their environment. Earlier 2.5 years in software testing at HCL built the rigor for validation, edge cases and production quality that enterprise AI deployments demand.

WHAT I BRING

- End-to-end AI delivery: from a vague customer problem to a deployed, monitored Gen AI system
- Customer-facing engineering: comfortable in the room with client stakeholders, scoping and demoing
- Production discipline: testing background applied to LLM output validation and reliability checks
- Integration-first mindset: enterprise data is messy; I make it usable for the product

TECHNICAL SKILLS

AI & LLM:	Copilot, ChatGPT, prompt engineering, RAG pipelines, agent workflows, output evaluation
Engineering:	Python, SQL, REST API integration, debugging unfamiliar codebases, pytest
Data:	Enterprise data extraction, cleaning, mapping to product data models, quality checks
Delivery:	Solution scoping, demos, deployment support, monitoring, handoff, documentation

EXPERIENCE

Infosys - Generative AI Developer *Mar 2020 - Present*

- Design, build and deploy Generative AI solutions for enterprise clients using Copilot and ChatGPT
- Own delivery end to end: understand the client problem, prototype fast, integrate with customer data, ship to production
- Build RAG and LLM-powered applications; validate outputs against real business scenarios before release
- Work directly with client stakeholders to scope requirements, demo progress and prove measurable outcomes
- Handle enterprise data realities: restricted environments, inconsistent formats, quality and access constraints

HCL - Software Tester *Aug 2017 - Jan 2020*

- Functional and regression testing of enterprise applications across multiple releases
- Defect tracking, test case design and quality sign-off; partnered with developers to ship stable builds

KEY PROJECTS (IN DEPTH)

Clinical Analysis - Gen AI Solution

Delivered an LLM-based analysis solution for clinical data workflows, taking the client from problem statement to a working system inside their environment.

Client integration:

- Connected the solution to the client's own clinical data sources within their restricted environment
- Mapped inconsistent source formats into one usable data model for the LLM workflows

Client communication:

- Ran discovery discussions with the client team to find the real analysis bottleneck, not just the stated ask
- Demoed staged prototypes and folded feedback into each iteration until sign-off

Problem solving:

- Validated model outputs against real clinical scenarios and built checks for unreliable answers
- Resolved data quality issues (missing fields, mixed formats) before they reached the model
- Staged delivery with the client team: prototype, feedback cycles, production handoff

Sales & Supply Chain - Gen AI Solution

Built a Gen AI application supporting sales and supply chain decision workflows for an enterprise client.

Client integration:

- Integrated with the client's existing sales and supply chain systems and data flows
- Worked within their access constraints and data access rules end to end

Client communication:

- Translated the client team's business questions into LLM-powered workflows they could run themselves
- Kept stakeholders aligned with regular progress walkthroughs and outcome demos

Problem solving:

- Worked with messy enterprise data across systems; cleaned and mapped it for the application
- Iterated on prompt and retrieval design until outputs were dependable for daily decisions
- Supported deployment and adoption with the customer's users

WHY FORWARD DEPLOYED ENGINEERING

The FDE role is how I already work: embedded with the customer, engineering the solution on their data, and accountable for a deployed result rather than a handoff document. Infosys client work gave me the delivery muscle; a product company FDE role is where that compounds.

EDUCATION

B.E. Computer Science and Engineering *2013 - 2017*

Erode Arts and Science College