

Lokesh Kumar

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Education

Indian Institute of Technology Roorkee
B.Tech Production and Industrial Engineering

Roorkee, India
2022 – 2026

Work Experience

Founder's Office | Mount Diggers

Sep 2025 - Mar 2026

- Managed logistics and vendor coordination for 30+ trips serving **1,500+ travelers**, cutting costs **15%** through negotiations
- Benchmarked pricing, demand and competitors across 50+ hospitality properties to drive expansion and vendor selection
- Built 8+ college ambassador network and closed **3+ B2B trek partnerships** through direct corporate outreach
- Built **TravelOS**, a **multi-tenant AI SaaS CRM** with 6 modules automating itinerary, creatives, sourcing, publishing and leads
- Engineered **5 LangGraph AI agents** with human-in-the-loop approval for itineraries, vendor outreach and lead classification
- Built FastAPI backend with **PostgreSQL Row-Level Security** for tenant isolation; deployed on AWS via Docker, Terraform

Projects

KhataAI | WhatsApp Payment Extraction Pipeline

- Built agentic LLM pipeline using LangGraph and MCP, converting WhatsApp payments into 10-field Google Sheets ledger
- Designed 92-message LLM evaluation suite; prompt tuning raised held-out field accuracy from **94.8% to 100%**
- Ensured **exactly-once processing** via SQLite deduplication, commit-after-write and locking, preventing duplicate ledger entries
- Automated 30-minute ingestion and daily summaries via Windows Task Scheduler, with Streamlit KPI dashboard

Decoding Customer Value: SQL-Driven Retention Strategy

[Dashboard](#)

- Segmented **3,900 D2C customers** into 5 loyalty tiers using MySQL CTEs, window functions and pandas features
- Proved discounts drove **zero spend lift** (-\$0.85 per customer), exposing **43% of revenue** (\$99K of \$233K) as promo-reliant
- Identified 281 Ideal Loyalists and 680 at-risk customers; built Power BI dashboard and 2-phase promo-sunset plan

Graph Based Delhivery ETA Optimization

[Live Demo](#)

- Modeled Delhivery's 144,867-record logistics network as directed graph of 1,657 facilities and 2,783 corridors
- Engineered node2vec and centrality graph features for LightGBM, cutting ETA error **24%** over non-graph baseline
- Reduced ETA MAE from **107 to 32 minutes**, raising within-15% accuracy from 5% to 46%, outperforming OSRM **10x**
- Ranked hubs by SLA-breach and betweenness risk score; fixing top 3 bottlenecks projects **4% less late delivery time**

Technical Skills

Languages & Frameworks: Python, SQL, pandas, NumPy, scikit-learn, LangGraph, FastAPI

Analytics & BI: MySQL, Power BI, Plotly, Streamlit, KPI Dashboards, Customer Segmentation

Product & Business: Market Research, Competitive Benchmarking, Pricing Analysis, Stakeholder Management, LLMs, AI Agents

Positions of Responsibility

Deputy Secretary | Himalayan Explorers' Club | IIT Roorkee

- Led **100+ member team** managing **INR 15 lakh budget** across 14+ treks, cutting operational costs by 15% through planning
- Led 13-member **Auden's Col Expedition (5,500m)**, achieving 100% safety record through risk management and leadership

Founder & Lead | Rajasthan Cultural Association | IIT Roorkee

- Founded RCA, mobilizing 40+ faculty, 30+ staff and 60+ volunteers to deliver flagship cultural events for **400+ attendees**
- Established SOPs and coordinated cross-functional teams, sustaining consistent execution of events across 3 consecutive years

Secretary, NSO Volleyball and Captain of Men's Volleyball Team | IIT Roorkee

- Won **2 Silver and 1 Bronze** medals in Volleyball for IIT Roorkee at 3 consecutive **Inter IIT Sports Meets** (56th–58th)

Achievements

- Awarded **Best Sportsman of IIT Roorkee (2024–25)** and **Best Athlete Award** for outstanding all-round performance in sports
- Won **50+ medals** across Volleyball, Football, Athletics and Field Hockey, the highest among **11,000+** IIT Roorkee students