

Bharat Goel

Senior AI Research Engineer

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I build production LLM systems — prompt architecture, retrieval pipelines, and agentic workflows that hold up outside a demo.

EXPERIENCE

Senior AI Research Engineer, NiCE

Mar 2026 – Present | Sandy, UT

- Architected a hierarchical agentic retrieval system for enterprise knowledge-base question answering, decomposing complex queries and validating retrieved context before generation to hold accuracy on multi-step procedural content — and caught a retrieval-truncation failure before it reached production.
- Owned the evaluation design, coaching logic, and live demo for a real-time, low-cost agent-coaching prototype, using statistical analysis to identify the strongest predictor of a poor call outcome and rebuilding the alerting around it without adding false alarms.
- Ran a pre-registered, falsifiable evaluation of a proposed fix for inconsistent multilingual model behaviour, disproving the leading hypothesis through controlled cross-model testing and redirecting the team to the true root cause before further engineering was spent.
- Directed the rollout of schema-validated structured outputs across a portfolio of production LLM prompts, then root-caused a platform defect where one output shape silently failed on a single model family.

AI Research Engineer, NiCE

Jul 2025 – Mar 2026 | Salt Lake City, UT

- Designed and architected an LLM-driven ambiguity detection system, dynamically generating clarifying questions through prompt chaining for precise, context-aware responses.
- Redesigned the prompt evaluation framework into a scalable, model-agnostic system for benchmarking across multiple LLMs using pytest and DeepEval.
- Partnered with client teams to reduce LLM hallucinations, applying prompt optimization and retrieval strategies to support a successful, low-risk go-live.

Software Engineer, AI Experience, Verse.ai / AtlasRTX

Apr 2023 – Jul 2025 | Park City, UT | Subsidiary of NiCE

- Optimized lead qualification through an SMS-based follow-up experience using IBM Watson, Azure Function Apps, and C# .NET — increasing availability threefold.
- Developed automated services with Azure Logic Apps and Service Bus to ingest, clean, and optimize client data, eliminating manual efforts.
- Trained NLP models to interpret user intent for price filtering, disambiguating based on input context.

Engineering Associate, Goldman Sachs

Dec 2022 – Mar 2023 | Salt Lake City, UT

- Led front-end development of a resiliency orchestration app for business continuity, keeping datacenters in compliance with failover times.
- Built a reporting dashboard using React, TypeScript, Java, and MongoDB, delivering audit data in one-third of the previous time.

Senior Engineering Analyst, Goldman Sachs

Jun 2020 – Dec 2022 | Salt Lake City, UT

- Migrated tax documentation apps from Angular to React/Spring for 300K+ clients globally, improving performance 30–40%.
- Designed a drag-and-drop PDF tax reporting app using React, TypeScript, Java, SybaseIQ, and DB2, reducing the error rate to ~5%.

SKILLS

AI & ML: LLM Architecture, Prompt Engineering, Prompt Chaining, RAG, Agentic Retrieval, Agentic Workflows, Structured Outputs, NLP Pipelines, IBM Watson, Anthropic Claude, Claude Code

Evaluation & Testing: Evaluation Design, DeepEval, Statistical Analysis, pytest, Cypress, JUnit, Vitest

Backend: Python, Java, Spring Boot, C# .NET, Node.js

Frontend: React, TypeScript, Next.js, Tailwind CSS, AngularJS

Cloud & Infrastructure: Azure Function Apps, Azure Logic Apps, Azure Service Bus, CI/CD

Data: MongoDB, SybaseIQ, DB2

EDUCATION & AWARDS

Master of Science, Software Engineering, Arizona State University (2018 – 2020)

Bachelor of Technology (Honours), Computer Science, APJ Abdul Kalam Technological University (2014 – 2018)

Awards: Engineering Graduate Fellowship, SUN Award