

Khaveer Narsai

Forward Deployment Engineer · AI & Automation Specialist · UX/UI Designer

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PROFESSIONAL SUMMARY

Technically versatile engineer with 4+ years of enterprise delivery experience, now specialising in AI, automation, and forward deployment. Combines deep hands-on skills in AI agent development, LLM integration, workflow automation, and Python scripting with a strong background in large-scale IT project delivery, change management, and client-facing technical implementation at NTT. Holds a Bachelor of Design Computing from the University of Sydney and brings a rare blend of design thinking, front-end development (React, HTML/CSS/JS), and enterprise engineering — making complex technology tangible for clients and organisations. Seeking a Forward Deployment Engineer role where technical depth, rapid prototyping, and client collaboration drive real-world AI adoption.

CORE SKILLS & TOOLS

AI & Automation: AI Agent Development · Custom Agent Flows (Claude, Perplexity) · LLM Integration · Prompt Engineering · Python Scripting · Workflow Automation

Development: Python · JavaScript · TypeScript · HTML · CSS · React · Java · Figma · UX/UI Design

Delivery: Enterprise IT Delivery · Change Management · Technical Documentation · Stakeholder Engagement · Project Management

WORK EXPERIENCE

Senior Associate Graduate — Technology & AI Delivery | NTT, Sydney NSW

February 2022 – Present

AI & Automation

- ▶ Developed internal AI-powered document creation tools, reducing manual effort and standardising output quality across project teams.
- ▶ Designed and built custom AI agent flows using Claude, Perplexity, and other LLMs to automate end-to-end testing and reporting pipelines — generating structured reports with minimal human input.
- ▶ Applied prompt engineering techniques to tune LLM behaviour for specific enterprise use cases, improving accuracy and relevance of AI-generated outputs.
- ▶ Utilised Python scripting to automate repetitive operational tasks, freeing up team capacity for higher-value delivery work.

Enterprise Project Delivery

- ▶ Key contributor on the largest Active Directory tenant migration in the southern hemisphere — migrating ~40,000 workstations and devices with minimal end-user disruption.
- ▶ Supported the delivery of a large-scale wireless network upgrade across 50+ sites — coordinating cross-functional teams to ensure seamless rollout.
- ▶ Led the Windows 11 upgrade programme for a large client, overseeing the zero-disruption migration of 2,000–10,000 devices through phased planning and proactive stakeholder communication.
- ▶ Served as lead implementor for a change management programme within a major financial sector client — collaborating directly with the client to produce accurate change documentation and achieving a high change success rate.
- ▶ Served as primary technical liaison for client-facing escalations, resolving issues through structured problem-solving and stakeholder negotiation.

User Experience Developer | Public Address, Sydney NSW

June 2020 – April 2021

- ▶ Led the full UX redesign of Public Address's platform in Figma, driving the product through multiple iterative cycles from discovery to handoff.
- ▶ Owned the UX roadmap for the Pitch Management tool — analysed qualitative and quantitative user feedback to identify pain points and prioritise improvements.

- ▶ Built front-end features using HTML, CSS, and JavaScript within a React framework, bridging design intent and production implementation.
- ▶ Authored detailed UX testing reports from manual QA sessions, creating a direct feedback loop into product decisions.

Sales Assistant & Content Creator | Digital Camera Warehouse, Sydney NSW

May 2018 – June 2020

- ▶ Delivered consultative sales experiences and created digital content supporting brand presence and customer engagement.
- ▶ Built long-term customer loyalty through personalised relationship management and deep product knowledge.

Technology Contractor | NRMA, Sydney Olympic Park NSW

January 2017 – November 2017

- ▶ Managed end-to-end Service Desk operations, maintaining high throughput and SLA compliance across a busy IT support environment.
- ▶ Diagnosed and resolved IT hardware/software issues, imaging machines to SOE standards and maintaining the asset register.

EDUCATION

Bachelor of Design Computing

The University of Sydney, School of Architecture, Design & Planning · 2018 – 2021

Bachelor of Computer Science (Partial — 2 years completed)

The University of Sydney · 2016 – 2017 · Transferred to Design Computing to pursue a passion for design-led technology.

Portfolio: www.khaveer.com · LinkedIn: [linkedin.com/in/khaveer-narsai-72747119a](https://www.linkedin.com/in/khaveer-narsai-72747119a)