

- **Having 3+ Years** of experience in building **AI/ML Digital Assistant Chatbot / Voicebot Applications** with diversified exposure in analysis, design, development and implementation of **chatbots and voicebots** with **Google Dialogflow**.
- Extensive knowledge on Artificial Intelligence and Machine Learning concepts including **Chatbots, Neural Networks, Natural Language Processing(NLP), Large Language Models(LLM)**.
- **Implementation and execution** of the **design** and development of **system actions**.
- **Strong** knowledge of the **UI / UX design frameworks** such as **ReactJS** and in turn building the **applicable and suitable design** from the **end user's perspective**.
- **Excellent understanding** of the **customer types** at Verizon and most of the **user scenarios** and **respective backend logic** in the **Chatbot**.
- Experienced in **unit testing, end to end testing, user acceptance testing** and **real-time performance monitoring** of the consumer chatbots.
- **Experienced in fixing grammar tickets and verbiage changes** and other small updates including **spelling error or a spacing issue** in Dialog flow.
- **Reliable knowledge** in the **Teradata queries** and **fluent in building the report** using **Tableau (Tool for Analytics, building Dashboards and Reporting)**.
- Experience working on **Software Development Life Cycle (SDLC)** with a blend of proficiency and leadership in **AGILE-SCRUM**.
- Good **technical abilities and skills** developed by determining work ethic and self-learning.
- **Communications** with other **technical teams, stakeholders** and **senior management** to **collect requirements**, describe software product features, technical designs, and product strategy.

TECHNICAL SKILLS

Languages	Python, SQL
Web/Mobile Development	HTML5, CSS3, JavaScript, Bootstrap, nodeJS, ReactJS
Chatbot Platforms	Google DialogFlow, Microsoft Bot Framework
Database	MySQL, Oracle, Cloudant NoSQL DB, Microsoft Cosmos DB, SQL Server, SQL Developer 4.3
IDE	Eclipse 3.x/4.x, Postman, PyCharm, Visual Studio Code, Matlab
Cloud Platform	GCP
Tools	Postman, Github Desktop

PROFESSIONAL EXPERIENCE (5+ YEARS)

VIS Networks (P) Ltd, Hyderabad IN

04/2019 to date

Client: Google India (P) Ltd, Hyderabad IN

Sr. Technical Consultant - Chatbot/Voicebot Developer (Google Dialogflow/RESTful/Javascript/React/NodeJS)

- Involved in various phases of the **Software Development Life Cycle (SDLC)**, including **requirement gathering, analysis, developing, and testing**.
- Solid coding practices including **peer code reviews, unit testing, and a preference for agile development**.
- Experience in **communicating** with other **technical teams**, and **senior management** to **collect requirements**, describe software product features, technical designs, and product strategy
- Expertise in **Google Dialog Flow** for developing the **complete chatbot conversations** that can be connected with the **Node.JS** backend and to be served as a **react component**.
- Implemented **Logging Technology** and captured using Google Cloud Platform for a broader perspective of the project.
- Used **Postman** to test the **RESTful API** for HTTP requests such as **GET** and **POST**.
- Used **Botium** to test the **Chatbot flow** of the conversation initiating as a **Webhook call** to the **Google Dialogflow**.

PROJECTS

Adhiyamaan College of Engineering - Hosur, Tamilnadu, India

Graduate Research Assistant - Artificial Intelligence / Machine Learning / Image Processing

04/2015 to 07/2016

- Worked as a **Research Assistant** for Dr. G.Fathima, and worked on a **government sanctioned project** from the **Tamil Nadu Government (TN Govt.)** called **Elephant Intrusion Detection**.

- Collaborating with design in mapping **machine learning, computer vision and image processing algorithms** into **well-defined architectures** as well as **implementing them** in different **software and hardware** as required.
- **Researched and developed** computer algorithms to **create, display and improve quality and clarity of digital images** as required as well as **analyzed, tested and verified** real site data and **developed effective methods** for **feature extraction and classification**.
- Performed **image processing** functions for **various digitization projects** that included developing **Matlab and Java** code as well as creating a wide **range of software algorithms** to improve image data or features and **avoid signal distortion or unwanted noise**.
- **Presented** a paper in the Indian Journal of Engineering, 2016, 13(34), 646-654, [A comparative study of elephant identification using Euclidean, Manhattan and Chebyshev distance metrics.](#)

Environment: Matlab, Python, Neural Networks.

Adhiyamaan College of Engineering - Hosur, Tamilnadu, India

Graduate Research Assistant - Artificial Intelligence / Data Mining

02/2014 to 04/2015

- Worked as a **Research Assistant** for Dr. P. Kavitha, a doctorate in data mining, whose support and motivation were instrumental in helping me realize the **possibilities of data mining**.
- Performed **research on NodeXL**, which is a **visualization and network analysis** software package for **Microsoft Excel** and helps in **analyzing the information** from **social media** through **network data importers**.
- **Presented** a paper at a **National Level Conference**, RATE 2014 (**Recent Advances in Technology and Engineering**) held at T. John Institute of Technology, Bangalore at a competitive level.
- Performed research on **huge datasets** and have **classified the type of attributes** using **Weka and Rose 2 (Rough Set Data Explorer)**.
- **Gained experience** in implementing concepts of **data set creation, training and testing** using **neural networks**.
- **Analyzed the data** about the disasters and categorized them as structured, **unstructured and narrative data**.
- **Implemented the classification** using the **Data mining tool R-Studio** which used the **language R** to analyze **textual (narrative) data**.

Environment: Microsoft Excel, NodeXL, RStudio, R.

ACHIEVEMENTS

- Received **Best Employee Award** for the financial year 2023-2024 from VIS Networks (P) Ltd.
- Received **Best Student Award** for Co-Curricular Activities from the Department of Information Technology, Adhiyamaan College of Engineering, Hosur.
- Secure **Best Project Award** in the title "Elephant Identification System Using Euclidean, Manhattan, Chebyshev Distance Metrics" from The Institutions of Engineers (India) in 1st IE(I) HLC Technicians & Students Convention and National Seminar on "Shaping Technical Education to Address Sustainability and Global Competitiveness" held at Adhiyamaan College of Engineering, Hosur.

EDUCATIONAL QUALIFICATION

Bachelor of Technology

Information Technology
Anna University, Chennai, India
GPA 8.3 (out of 10)

August 2012 - May 2016