

Job Description

For more than 80 years, Kaplan has been a trailblazer in education and professional advancement. We are a global company at the intersection of education and technology, focused on collaboration, innovation, and creativity to deliver a best in class educational experience and make Kaplan a great place to work.

Our offices in India opened in Bengaluru in 2018. Since then, our team has fueled growth and innovation across the organization, impacting students worldwide. We are eager to grow and expand with skilled professionals like you who use their talent to build solutions, enable effective learning, and improve students' lives.

The future of education is here and we are eager to work alongside those who want to make a positive impact and inspire change in the world around them.

The Conversational Bot Engineer II will have daily responsibility to recommend, develop, and implement intuitive, scalable conversational bot experiences, ensuring that initiatives support the corporate vision. The person in this role will have daily responsibility for managing and supporting the Conversational Bot Cloud and local infrastructure. This includes, but is not limited to:

- Working with all engineers, and sometimes lead the effort, to provide seamless service delivery and support of the overall Conversational Bot solution, currently using Dialogflow CX and Dialogflow ES
- Assist with the ongoing evolution and development of the Bot and automation experience, including integrations with the Genesys Contact Center solution

Primary/Key Responsibilities

- Accountable for using development lifecycle methodology and agile processes to deliver technology solutions for complex business problems.
- Design / Build / Configure: Design, develop, and test various solutions that meet project design specifications
- Design conversational experiences using workflow tools such as Lucidchart.
- Build Chat and Voice bots, Virtual Assistants, and customer interaction automation using Google's NLU engine, Dialogflow CX, to integrate with the Contact Center technology solution, Genesys Engage or Genesys Cloud
- Responsible for maintaining and enhancing Node.js code used by Dialogflow fulfillment
- Training intents/entities, context handling, and writing fulfillment to perform actions
- Integrating with REST / Web services and SDK
- Designing, coding (at least 80%), debugging and optimizing components
- Identify and recommend where increased automation, performance enhancements, application enhancements and quality enhancements may be incorporated
- Keep current with emerging technologies and technological developments within the industry
- Provide support during critical incidents as necessary
- Hybrid Schedule: 3 days remote / 2 days in office
- 30-day notification period preferred

Minimum Qualifications

- Bachelor's Degree - Computer Science, Management Information Systems, or related

- 4+ years of experience designing and implementing conversational Bots, preferably using Dialogflow and GCP.
- Strong application development skills using Dialogflow ES and Dialogflow CX
- Extensive experience with Node.js, .NET, C#, and SQL
- Experience working with NoSQL database solutions such as BigQuery or MongoDB
- Hands on experience and in depth understanding of NLP, LLM, MLLM, Generative AI , and RAG workflows
- Hands on experience and in depth understanding of GCP's Vertex AI Agent Builder
- Experienced with software practices and development of Continuous Integration (Jenkins, GitHub, etc.)
- Extensive experience working with CI/CD tools
- Extensive experience with JavaScript
- Experience with REST services and gRPC microservices
- Key contributor on the successful delivery of a large product or project while participating in full life cycle development

Preferred Qualifications

- Experience with Genesys Intelligent Automation development is preferred
- Groovy scripting experience
- Strong Java experience