

Machine Learning Engineer – Job Description

Location: Currently remote, eventually Mumbai

Compensation: Upto INR 6.5 LPA (Based on Performance and inclusive of variable)

Company Introduction

Cogno AI by AllinCall is an Omnichannel Cloud Communication-as-a-Service that uses a combination of ChatBots, Live Agent Chat, Cobrowsing, and Video Calling to provide a Delightful Customer Experience across all Digital Channels.

We work with 45+ large Enterprise clients (ICICI Group, Kotak Group, HDFC Group, State Bank Group, Aditya Birla Group, Bajaj Group, etc).

We are on a mission to build the best Communication Solutions for Businesses to help them with a delightful Customer Experience.

Job Description

As a machine learning engineer, you will work on the NLP models powering our AI platform in collaboration with the rest of the team. You will be involved in all stages of the software lifecycle: from design to deployment and monitoring.

Our platform allows users to train chatbot to identify user intent from a predefined intent list based on user query. The goal of this is to enable users to build real time NLP based intent identification models that are customized to their needs or pre-built trained model. There are a number of very interesting challenges around real time learning from user queries, accurate intent identification model with zero false positive, automatic variation generation and so on. As a machine learning engineer, you will conduct experiments to explore various architecture / training strategy / pre and post-processing methods to improve the results that our users get.

Role & Responsibilities:

- Mine/collect massive amounts of data from existing products consoles to gain insights and identify patterns using machine learning techniques and complex network analysis methods.

- Design and implement ML algorithms and models (especially natural language models) through in-depth research and experiment with natural language processing models, and optimization algorithms.
- Work to accelerate the distributed implementation of existing algorithms and models and enrich the parallel algorithms library.
- Conduct research to advance the state of the art in natural language processing and provide technical solutions at scale for real world challenges in various scenarios.
- Apply ML algorithms/models to support research on natural language processing and recommender systems that power products.
- Good knowledge of system designing and data structures and algorithms.

Eligibility:

The following are the important eligibility requirements for this Job:

1. Bachelor's/Master's degree in Computer Science, Computational Linguistics, Physics, Mathematics or related field.
2. 1 – 3 years of experience in the machine learning / natural language processing domain.
3. A background in independent research.
4. Some experience in experimental design.
5. Experience building machine learning applications using numerical and/or text data.
6. Ability to transform “raw” data to conform to the assumptions of a machine learning algorithm.
7. Strong proficiency in Python as well as the numerical libraries such as Scikit-Learn, Pandas, NumPy, and SciPy.
8. Ability to effectively communicate complex ideas to other members of the team.
9. Must have a laptop or desktop to work.

Others:

- Proactive, Prompt, and Responsive.
- Strong sense of responsibility and ownership.
- Common sense and general aptitude.

Benefits:

- Get a chance to shape your career in one of the fastest-growing and dynamic spaces.
- Get a chance to work with some of the largest enterprise clients like ICICI Bank, HDFC Bank, Kotak Mahindra Bank, etc. and understand their business model and operations.
- Best of both worlds – Work experience of a startup and branding of Fortune 500 companies!