

Ayush Sharma

India

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Professional Summary

Conversational AI Engineer with 1+ year of experience designing and deploying enterprise-grade voice and chatbot automation systems. Experienced in building production IVR solutions, architecting multi-turn dialogue flows, and integrating backend APIs using Omilia and Dialogflow. Strong foundation in Python and JavaScript with growing expertise in high-code agentic AI systems and LLM-based architectures.

Professional Experience

Associate Developer – EXL

1 Year

Conversational AI & Voice Automation

- Designed and deployed a production-grade IVR voice bot for appointment booking, serving thousands of users.
- Architected multi-turn conversational flows including edge-case handling and fallback strategies.
- Implemented webhook integrations using JavaScript within Omilia for API orchestration and dynamic response handling.
- Configured and optimized NLU intent structures by refining training phrases and utterances.
- Integrated backend APIs for appointment scheduling and service workflows.
- Conducted unit and integration testing prior to UAT handoff.
- Collaborated with cross-functional teams during implementation and UAT cycles.
- Currently contributing to Dialogflow-based conversational systems leveraging GCP, webhooks, and Python integrations.

Technical Skills

Conversational AI: Omilia, Dialogflow, Amelia, IVR Systems, Intent Architecture, Multi-Turn Dialogue Design

Programming: Python (Intermediate), JavaScript, SQL

Backend & Integration: REST APIs, Webhooks, JSON Handling, API Orchestration

AI & Data: Machine Learning Fundamentals, NLP Basics, Scikit-learn, Pandas

Tools: Git, GitHub, Streamlit, Tableau, GCP (Basic Exposure)

Projects

FlickFlow – ML Movie Recommendation System

- Built content-based recommendation engine using Python and scikit-learn.
- Implemented cosine similarity for personalized recommendations.
- Deployed using Streamlit Cloud.

LocalAgroConnect – Full Stack Marketplace

- Developed role-based agricultural trade platform using HTML, CSS, JS, PHP, and MySQL.
- Implemented multi-user authentication and CRUD operations.

Dynamic Market Insights – Tableau Sales Dashboard

- Built interactive dashboard analyzing hardware sales trends.
- Generated actionable business insights using Excel and Tableau.

Education

B.Tech in Computer Science

Lakshmi Narain College of Technology & Excellence

CGPA: 8.86