

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 IVR systems, intent architecture, API integrations, and autonomous AI agents combining ML, DL, and LLM-based reasoning. Strong foundation in Python and JavaScript with growing expertise in modern GenAI architectures.

Professional Experience

Associate Developer – EXL

1 Year

Conversational AI & Voice Automation

- Designed and deployed a production-grade IVR voice bot serving thousands of users.
- Architected multi-turn conversational flows with edge-case handling and fallback strategies.
- Implemented webhook integrations using JavaScript for API orchestration.
- Optimized NLU intent structures and training phrases.
- Conducted unit and integration testing prior to UAT.
- Contributing to Dialogflow-based systems leveraging GCP and Python integrations.

Projects

Autonomous AI Trade Monitoring Agent (Team Project)

- Co-developed real-time financial anomaly detection system integrating ML, DL, and LLM reasoning.
- Implemented ensemble detection using Isolation Forest, LOF, One-Class SVM, Z-Score, and LSTM Autoencoder.
- Integrated Yahoo Finance API for live data ingestion.
- Generated contextual explanations using Groq LLM with news enrichment.
- Delivered Telegram alerts and Streamlit dashboard visualization.
- Collaborated on AWS EC2 deployment and monitoring setup.

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.

Technical Skills

Conversational AI: Omilia, Dialogflow, Amelia, IVR Systems, Intent Architecture

Programming: Python, JavaScript, SQL

AI/ML: Scikit-learn, TensorFlow (Basics), NLP Fundamentals

Integration: REST APIs, Webhooks, JSON Handling

Tools: Git, GitHub, Streamlit, GCP (Basic), AWS EC2 Exposure

Education

B.Tech in Computer Science

Lakshmi Narain College of Technology & Excellence

CGPA: 8.86