

Ayush Sharma

India

sharmaayush832@gmail.com — [LinkedIn](#) — [GitHub](#)

Professional Summary

Conversational AI Engineer with 1+ year of experience building and deploying enterprise IVR and chatbot systems. Experienced in intent architecture, API integrations, and GenAI systems including Retrieval-Augmented Generation (RAG) and anomaly detection agents. Strong foundation in Python and JavaScript.

Professional Experience

Associate Developer – EXL

2024–Present

Conversational AI & Voice Automation

- Designed and deployed production-grade IVR voice bot for appointment booking serving thousands of users.
- Built multi-turn conversational flows with fallback strategies and edge-case handling.
- Integrated backend APIs via JavaScript webhooks for orchestration and real-time validation.
- Performed unit and integration testing prior to UAT and production release.
- Contributing to Dialogflow systems leveraging GCP and Python integrations.

Projects

Enterprise RAG Conversational Assistant

[GitHub](#)

- Developed production-style RAG system using FAISS vector database and Sentence-Transformers.
- Implemented dynamic document upload with full index rebuilding across corpus.
- Integrated LLaMA 3.1 (Groq API) for context-grounded enterprise Q&A responses.
- Built REST APIs using FastAPI with Swagger testing and browser-based chat interface.

Autonomous AI Trade Monitoring Agent

[GitHub](#)

- Built ensemble anomaly detection combining Isolation Forest, LOF, One-Class SVM, Z-score, and LSTM Autoencoder.
- Integrated live stock APIs for real-time monitoring and Telegram alerting.
- Generated contextual anomaly explanations using LLM-based reasoning.
- Collaborated on AWS EC2 deployment and monitoring setup.

Technical Skills

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

Programming: Python, JavaScript, SQL

AI/ML: RAG, FAISS, LLM Integration, Scikit-learn, TensorFlow (Basics), NLP

Integration: REST APIs, Webhooks, JSON

Cloud: AWS EC2, GCP (Basic)

Tools: Git, GitHub, Streamlit

Education

B.Tech in Computer Science

2019–2023

Lakshmi Narain College of Technology & Excellence

CGPA: 8.86