Udaya Sai Chikka

AI Engineer

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Summary

Highly skilled AI Engineer with a proven track record of successfully developing and deploying over 50 Conversational AI applications across diverse sectors, including Real Estate, Banking, HR, ITSM, CRM, Lead management, Service Desk, and Customer service. Recognized for driving revenue growth, optimizing operations, and leading high-performing teams to deliver innovative AI solutions. Seeking opportunities to leverage this expertise and leadership experience to continue driving impact in a dynamic and forward-thinking organization.

Experience

Vocalime
AI Engineer
Remote
October 2023 - Present

Developing and testing API's for different applications and platforms, using RESTful principles.

Creating and training generative AI assistants that can interact with users in natural language, using deep learning and natural language processing techniques.

Collect, preprocess, and analyze data; choose or design an appropriate pre-trained language model; and train/fine-tune the model.

Evaluate model performance, implement interpretability techniques, and continuously improve the model based on feedback and advancements in the field.

Deploy the language model, implement monitoring for real-world performance, and maintain security, compliance, and user feedback mechanisms.

Contributing to the Python core development, fixing bugs, improving performance, and adding new features and test cases.

Landslo
Lead AI Engineer
Canada
October 2021 - September 2023

Conceptualized, designed, and developed cutting-edge conversational AI apps in Python and JavaScript for seamless client system integration.

Oversaw end-to-end integration, enabling real-time data exchange between chatbots and external platforms via API connections.

Managed deployments, optimizing AI solutions for 25% faster response times and superior user engagement.

Designed captivating conversational interfaces powered by ChatGPT to elevate user engagement.

Crafted context-aware prompts for superior content generation, constantly refining strategies.

Enhanced conversational AI by integrating and fine-tuning GPT-3 and ChatGPT models.

Established robust data tracking and analytics pipelines, driving data-driven improvements and reducing error rates.

Collaborated closely with clients to align AI solutions with business goals, resulting in a 15% client revenue boost.

Provided visionary leadership to a cross-functional team, mentoring junior members in AI development for enhanced performance and capabilities.

TCS
Software Engineer
Hyderabad, India
May 2019 - October 2021

Developed and maintained Python web scraping scripts, automating manual processes to ensure data accuracy and reliability.

Designed, developed, and managed Python applications and desktop tools, harnessing Python libraries and frameworks for efficiency.

Implemented automation solutions to streamline processes, reducing errors and saving significant time and resources, achieving a 30% increase in operational efficiency.

Crafted responsive web apps using HTML, CSS, JavaScript, and Python frameworks like Django or Flask, and built interactive dashboards with real-time data integration.

Designed user-friendly desktop tools to enhance internal processes and user experiences.

Seamlessly integrated data sources into dashboards, ensuring data accuracy and real-time information updates.

Education

Vishnu Institute of Technology
Electronics and Communication Engineering
Graduation
2015 - 2019

Udacity
Machine Learning
Nanodegree
2018
🔗 https://graduation.udacity.com/confirm/CTULQADU

Skills

Programming Languages
Python, HTML, CSS, JavaScript, React, Next.js

Frameworks
PyTorch, GPT3, ChatGPT, Rasa, Prompt Engineering, IBM Watson, Voiceflow, Botpress, Dialogflow, LLM Finetuning and Pre-training, NLP, Automation Anywhere, Scrapy, FAST API, Flask, Appsmith, Pytest, Twilio

Database Systems
SQL, MongoDB, Airtable

DevOps
Docker, Docker Compose, GitHub Actions, CI/CD Pipelines

Cloud Platforms
AWS, Google Cloud

Design
Adobe Creative, Voiceflow, Figma, Sketch

Achievements

Achieved Revenue Growth: Implemented a conversational AI-driven sales assistant, leading to a 10% monthly revenue increase for an e-commerce client.

Enhanced Chatbot Performance: Elevated chatbot engagement by 25% and reduced response times by 20% through GPT-3 integration.

Customized Content Generation: Developed precise, domain-specific GPT-3 models with good prompt engineering, ensuring industry-tailored content accuracy.

Improved User Experience: Optimized prompts, reducing ambiguous responses by 40%, resulting in an enhanced user experience.

Scalable Solution: Successfully scaled chatbot capabilities to handle a 50% increase in user traffic while maintaining responsiveness and accuracy.

Reduced Error Rates: Led initiatives that reduced conversational error rates by 15%, enhancing user satisfaction and reducing support ticket volumes.

Leadership Excellence: Spearheaded a high-performing team that consistently met project milestones, earning recognition from senior management.

Operational Efficiency: Automated routine customer inquiries and support tasks, reducing operational costs by 20%.

Streamlined Conversations: Improved chatbot efficiency, leading to a 15% reduction in average conversation duration.

Client Retention: Maintained strong client relationships, resulting in client retention rates exceeding 90%.

Certifications

Advanced Chatbot Developer
Rasa
October 2020

NLP with Python
NASBA
April 2020

Publications

Estimation of White Blood Cell Abnormality
International Conference on Advances in Electronics, Electrical & Computational Intelligence (ICAEEC) 2019
April 2020
🔗 https://ssrn.com/abstract=3574545