Aman Prabhat
Chatbot Developer

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🪪 Profile

Results-driven professional with 7 years of hands-on experience in chatbot development, solution consulting, and strategic analysis. Spearheaded the development of chatbots using no-code tools, resulting in a 30% decrease in customer support interactions and a notable 20% boost in customer satisfaction within 6 months. Implemented tailored solutions to optimize processes, collaborating on high-budget projects that resulted in significant cost savings and revenue growth.

🧠 Skills

Project Management	**Stakeholder Management**	**Agile/SCRUM Methodology**
REST API integration	**Microsoft Office Suite** *(Excel, Word, Powerpoint)*	**Postman** *(API testing)*
Chatteron / Kore.ai	**Pre-Sales Support** *(POC creation)*	**JIRA / Confluence**
BRD/FRD/SRS		

💼 Professional Experience

02/2021 – present
Gurugram, India

Chatbot Developer, Leena AI 🔗

- Translated stakeholder requirements into BRDs, FRDs, and SRSfor chatbot development.
- Developed intuitive conversational flows for chatbots, resulting in a notable 30% decrease in customer support interactions and a significant 20% increase in customer satisfaction ratings.
- Implemented chatbots using no-code/low-code tools like Chatteron and Kore.ai for accelerated development, reducing time-to-market by 30%.
- Collaborated in cross-functional teams, employing Agile and Scrum methodologies for efficient project management, achieving a 15% improvement in project delivery timelines.
- Utilized JIRA and Confluence for task tracking, project management, and team collaboration, contributing to a 25% increase in team productivity.
- Developed POCs for Pre-Sales, showcasing chatbot capabilities to prospective clients and contributing to a 25% increase in successful client acquisitions.
- Managed UAT and collaborated with the QA team for chatbot performance enhancements, resulting in a 20% reduction in post-deployment defects.
- Automated HR processes, improving employee engagement and streamlining operations, leading to a 30% increase in overall HR efficiency.
- Engaged in the full systems development lifecycle, from requirement gathering to continuous improvement, ensuring a 15% reduction in post-deployment issues.
- Led and managed project teams, allocating resources and guiding projects to successful delivery, achieving a 20% improvement in project success rates.

- Provided coaching and mentoring to junior developers and QA team members, contributing to a 15% increase in team skill proficiency.
- Designed and built 12 conversational chatbots (3 automobiles, 3 Bank & finance sector, 1 Hospitality, 1 Insurance, 1 Consulting, 1 Civil Sector, 1 Education, 1 telecom), showcasing versatility and expertise in diverse domains.

2019 – 2021
Gurugram, India

Analyst, Kincentric 🔗

- Conducted data collection, cleaning, and analysis for key business initiatives, resulting in a 3-4% increase in engagement.
- Utilized quantitative survey data to understand respondent behavior, demographics, and engagement.
- Performed end-to-end system analysis, documentation, testing, implementation, and user support during platform transitions.
- Created visual analytical reports using tools such as Excel, PowerPoint, Tableau, and in-house tools for culture gap analysis, employee engagement, and exit-onboarding.
- Provided actionable insights and action plans based on captured data.
- Coached and mentored interns, junior analysts, and analysts, contributing to training and capability development.
- Led and managed project teams, allocating resources and guiding them to successful project delivery.
- Collaborated on a 6-month project with a Singapore-based vendor to develop a chatbot for FAQ automation.

2017 – 2019
Gurugram, India

Junior Analyst, Aon 🔗

- Assessed business requirements for targeted solutions.
- Created HTML and CSS surveys on AON's internal mSurvey platform.
- Analyzed data to pinpoint root causes and proposed corrective actions.
- Developed visually appealing, customized reports summarizing survey data.
- Deployed predictive analytics models for employee churn forecasts using survey data.

🗂 Certificates

Certified Scrum Master 🔗   Business Analytics and Statistics

🎓 Education

2014 – 2017
New Delhi, India

Bachelor of Computer Applications,
Institute of Innovation in Technology And Management 🔗