



Application SRE

Bangalore, R&D - Platform - Engineering-Platform - Global

ABOUT US

Headquartered in San Mateo, [Yellow.ai](https://yellow.ai) is a global leader in Conversational AI, delivering autonomous, human-like experiences for customers and employees to accelerate enterprise growth. We believe that memorable conversations are at the heart of every meaningful brand engagement. Over 1100 enterprises, including Sony, Domino's, Hyundai, Sephora, Waste Connections, Ferrellgas, and Randstad, trust our generative AI-powered, no-code Dynamic Automation Platform (DAP).

DAP's proprietary multi-LLM AI engine, DynamicNLP™, empowers us to handle 2Bn conversations every quarter across 35+ channels in 135+ languages. We're passionate about delivering conversational experiences via our Dynamic AI agents that help enterprises achieve higher customer satisfaction and employee engagement. We were recently recognized as a Challenger in the 2023 Gartner® Magic Quadrant™ for Enterprise Conversational AI Platforms and have raised more than \$102M from blue-chip investors with offices across six countries.

Our Company's Values

Execute with Clarity & Focus - Pursue objectives with precision and unwavering focus.

Create Customer Success - Create a customer-centric culture that prioritises experience and satisfaction.

Move the Needle Everyday - Drive continuous improvement and make tangible progress each day.

Demonstrate Grit - Exhibit resilience, determination and tenacity in overcoming challenges.

Do More with Less - Maximize productivity and outcome while operating within resource constraints

One [Yellow.AI](https://yellow.ai) Team - Foster a culture of unity and collaboration across the workforce of [Yellow.AI](https://yellow.ai).

JOB DESCRIPTION

- Minimum 1+ years of experience in supporting large scale systems.
- Good experience with Linux.
- Hands on experience of scripting using python / bash / nodejs. Knowledge of Nodejs is a big plus.
- Good experience of using monitoring tools like Prometheus/Newrelic/Datadog/Jaeger/Sentry etc
- Experience of working with databases like MongoDB/ElasticSearch/MySQL
- Experience of Kubernetes is a big plus.
- Deeply passionate about technology and keeping the systems and your knowledge updated.
- Eager to work in a fast-paced dynamic environment for a quickly growing company.
- Fluent written and spoken English is mandatory.
- Flexible for shifts.
- Excellent Debugging skills

EXPERTISE AND QUALIFICATIONS

- Escalation point of contact for YellowAi software platform support in the post-sales stage.
- In charge of the overall product support for discrepancies/bugs/enhancements/customer education

for our Chatbot software through standard channels email and ticketing tools.

- Debug/Triage and prioritize the bugs reported.
- Escalation of bugs to the development and Product team.
- Development of internal tools/scripts for automation of various tasks.
- Sharing customer feedback to the product team.
- Mentor/Train new team members.