Suraj Mokale

Application Development Analyst

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SUMMARY

Professional with 3 years of experience in designing cloud-based systems to enhance operational efficiency. Skilled in **Amazon Connect**, **AWS Lambda** with Python for voice translation, and **Azure services** for chatbot development. Experienced in creating AI-powered chatbots for SharePoint and automating workflows. Proficient in building interactive dashboards with **Power BI** and delivering user-friendly solutions via Power Apps. Known for driving innovation and delivering impactful solutions that improve business performance. Enthusiastic about contributing to dynamic, forward-thinking projects.

TECHNICAL SKILLS

Key Skills:

Generative AI | AWS Lambda | Amazon Bedrock | Amazon Connect | Azure OpenAI Service | Python |

Technical Proficiencies:

Amazon EC2 | Amazon S3 | Amazon Lex | AWS Microsoft AD | NLP | LLM | Azure OpenAI | Azure ML | Chatbots | Power BI | Prompt Engineering | SharePoint Dev | Sharegate Migration | Power Automate | Power Apps | ServiceNow | .NET Development |

Role Title: Microsoft Certified: Azure AI Engineer Associate

WORK EXPERIENCE

Accenture

Application Development Analyst   Mar 2024 - Present

Pune, Maharashtra

AWS Solutions Architect - ARMA CLI Project (Mexico): -

- Designed and optimized **contact flows in** Amazon Connect to improve agent-client interactions, with a focus on child support services, ensuring efficient call routing and better customer experiences.
- Developed **evaluation forms using AWS Lambda** to automate communication processes, streamlining support workflows and enhancing overall efficiency.
- Implemented real-time **voice translation** using AWS Lambda, Amazon Polly, and Amazon Transcribe, enabling seamless Spanish English voice-to-text and text-to-voice translation for multilingual customer interactions.
- **Configured agent users** in Amazon Connect by integrating **AWS Managed Microsoft Active Directory**, creating directories, and adding users for seamless identity management. Successfully linked Amazon Connect to the AD directory for efficient user authentication, security, and access management.
- Deployed **containerized applications using AWS Faregate,** enabling serverless operation, automatic scaling, and cost-effective microservices deployment with enhanced security and high availability.
- Developed and integrated a **GenAI-powered chatbot** using **AWS Bedrock** in New Mexico, replacing Amazon Kendra for efficient data querying from CSV files. Utilized AWS Lambda, Pinecone DB, and Jenkins to enhance performance, automation, and deployment processes.
- **Technologies Used**: Python, Amazon Connect, AWS Lambda, Amazon Polly, S3, Boto 3, Cloud Technologies, AI Solutions, AWS Microsoft AD

Application Development Associate   Feb 2022 - Feb 2024

Pune, Maharashtra

SharePoint Developer: ERVIA Project - (Irish Water & Gas Networks Ireland)

- Contributed extensively to **SharePoint development**, improving functionality, and resolving client issues for both Water Networks Ireland and Gas Networks Ireland. This enhanced system reliability and user satisfaction.
- Designed and implemented **Power BI dashboards** to monitor storage. Developed a custom Power Apps application for Gas Networks Ireland, enabling clients to submit specific SharePoint site requirements easily and efficiently. This streamlined client interactions and improved data visibility.
- Developed an **AI-powered chatbot** using Azure AI and Power Virtual Agent, automating the detection and resolution of client issues in real time. This reduced response times and increased operational efficiency.
- **Integrated ServiceNow** for handling service requests and incident management, ensuring effective tracking and resolution of client issues. This improved service management and client satisfaction.
- Managed **change requests** and resolved SharePoint-related challenges, supporting the onshore team to ensure smooth project execution. This facilitated seamless project delivery and minimized disruptions.
- **Utilized Power Automate** to create workflows that streamlined processes and improved operational efficiency for both internal teams and clients. This optimized workflow automation and enhanced productivity.
- Technologies Used: Azure AI, Power Virtual Agent, Power Automate, Python, AI Solutions, SharePoint, Sharegate, ServiceNow, Power BI, Power Apps

EDUCATION

Bachelor of Science in Mechanical Engineering - July 2018 - June 2021

Dkte's Textile & Engineering Institute, Kolhapur, Maharashtra (7.73 CGPA)

Diploma in Mechanical Engineering - June 2015 - June 2018

M.S.B.T.E Pune, Maharashtra IN (8.76 CGPA)

PROJECTS

- **Hotel Finder Chatbot**: Provides hotel availability, location, and cost information based on user needs.
- Developed an **intelligent Power BI dashboard** to monitor SharePoint server disk space and optimize resources.
- **Voice Bot Translator**: Developed a GenAI voice translation bot using Python.

CERTIFICATIONS

- Microsoft Certified: **Azure AI Fundamentals** (Exam AI-900)
- Microsoft Certified: **Azure AI Engineer Associate** (Exam AI-102)
- Microsoft Certified: **Azure Data Engineer Associate** (Exam DP-203)

SOFT SKILLS

- Adaptability and Learning Agility
- Problem Solving and Critical Thinking
- Time Management and Prioritization
- Teamwork and Collaboration

INTERESTS

- Visual Arts & Portraiture
- Cultural Exploration & Travel
- Cinematic Enthusiast
- Spiritual Enlightenment