<u>AI/ML Developer</u>

Role and Responsibilities:

• Manage inbound and outbound customer communications across all channels in a well-organized way by utilizing vast knowledge or guidance provided by artificial intelligence.

• Extensive experience in natural language processing which includes Linguistic data analysis, text data cleaning, removal of noise, spell checking, handling of short forms and lingos, and finally machine learning modelling for predictive analysis of propensity chatbots and profanity filters.

• Designed an artificial intelligence neural network - Propensity Chatbot to efficiently manage, prioritise, distribute, and respond to inbound customer messages.

•Facilitated call centres and large enterprises with Webio's Propensity Chatbots and profanity filters that managed millions of unstructured inbound messages regardless of channel, and have full AI driven customer conversations