

Ravi Kishore K.P.

Developer with 3+ years of Experience

54/55, Bagalur Road,
Hosur, Tamil Nadu - 635109
(+91) 8015344891
ravikishorespace@gmail.com

CAREER SUMMARY

- Over 3+ years of experience in the field of software application development using C#.
- Hands on experience in C#.NET (4.5), SQL Server, AIML, Microsoft Bot Framework, Python and UiPath.
- Good understanding in Object oriented programming concepts for software design and implementation.
- Robust knowledge of web applications and API concepts
- Extensive experience in design and development of chatbot applications using .NET, Python and APIs

EXPERIENCE

Cognizant Technology Solutions, Chennai — Associate

FEBRUARY 2017 - PRESENT

- Hands-on experience in C#.NET, Python and usage of NLP services for chatbot requirements.
- Development of applications as an API and usage of third party APIs.
- Design and Development of Chatbots using different functional frameworks that is customizable as per customer expectations.
- Good experience working in Windows and Linux based systems.
- Good analytical and problem solving skills with good knowledge in OOPS concepts & n-tier applications.
- Collaborating with other developers and managing the team in an Agile environment.
- Experience as an L3 Support Analyst handling multiple user incidents parallely.

EDUCATION

Adhiyamaan College of Engineering, Hosur — B.E.

JULY 2012 - APRIL 2016

Bachelor of Engineering in Electrical and Electronics with CGPA - 9.05

Maharishi Vidya Mandir, Hosur — HSC

JUNE 2010 - MARCH 2012

High School Computer Science Graduate with Percentage - 91 %

SKILLS

C#, Python, Django

MS SQL Server, Postgres.

AIML, Dialogflow, RASA.

MVC, Web API.

Microsoft Bot Framework

Docker

UiPath Automation Tool and
Robotic Enterprise (RE)
Framework.

ACHIEVEMENTS

Orbit Shifter: Recognised as an Orbit Shifter (OS) for enthusiastic learner and best performer in Cognizant.

Chatbot Development: Special Recognition from the team for learning and developing a Chatbot using Microsoft Bot Framework in C#.NET under personal interest.

SPOT Award: Awarded for exceptional contribution to the team as a beginner.

Orbit Shifter Rising Star Award: Awarded for making a mark in the Team/BU in a short span of time as an Orbit Shifter.

ROLES AND RESPONSIBILITIES

1. Chatbot Developer

- **Conversational Model designer**

Worked on the design of building conversational models for the chatbot using AIML, Google's Dialogflow and RASA which serve as the Primary elemental component in any Chatbot.

Choosing the right model as per customer expectations and effectively implementing the design that suits the flow of the conversation in chatbots.

- **Web API Developer**

Worked on the Development of Middleware layer as a Web API application using C#.NET or Python.

Involved Integrating third-party APIs; establishing connection to Microsoft SQL server or Postgres Databases for conversation logging and Data management purposes; and other Business logics to appropriately process and provide response for each user's query and render the same in the user interface of chatbot.

- **Microsoft Bot Framework Developer**

Worked on the design and development of chatbots using Microsoft's Bot framework.

Involved building conversational models in LUIS or QnA Maker, suitable as per customer requirements; developing Business logics in the framework using C#; and using Azure services in the application for different purposes.

Integrating the chatbot with Microsoft partnered channels like Skype, Slack, Cortana, Microsoft teams, etc and with our Custom UI channel using Microsoft's Directline Interface.

2. L3 Support Analyst

Handling user's Incidents as a Support Analyst at L3 level.

Solving their queries, troubleshooting the issues and providing bug fixes, new enhancements requested by customer and solving configuration and deployment issues in user's environments.

3. Automation Engineer

Worked on the Development of Automation workflows using UIPath Automation tool.

The workflows involved UI as well as background automation processes; testing them and Publishing them to Orchestrator.

Triggering the published workflows manually or by creating schedules or remotely from Orchestrator or using its own APIs in other applications.

FUNCTIONAL SKILLS

Strong Analytical and Problem solving skills.

Good Communication and Management skills.

Strong understanding in building conversational models for chatbots using different tools.

Good understanding of web services and its usage in applications.

Management of Docker images and containers.

Knowledge of Visual Studio ecosystems for development using .NET.

Ability to work in both Windows and Linux based systems.

Providing Knowledge transfer sessions to newbies.

PERSONAL QUALITIES

A very quick and self-learner

Ability to analyze and understand complex requirements

Flexible and can work under pressure to meet deadlines.

Anticipating challenges during implementation.

LANGUAGES

English, Tamil, Telugu, Kannada and Hindi

