

# Ravi Kishore K.P.

Full Stack Developer with 3+ years of Experience

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## CAREER SUMMARY

- Over 3+ years of experience in the field of software application development.
- Hands on experience in Python, SQL, Microsoft Bot Framework, C#.NET (4.5) 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 Python, .NET and APIs

## EXPERIENCE

### Cognizant Technology Solutions, Chennai — Associate

FEBRUARY 2017 - PRESENT

- Hands-on experience in Python, C#.NET 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

Python, Django  
Postgres, MS SQL Server  
AIML, RASA  
C#, MVC, Web API  
Microsoft Bot Framework  
Docker  
HTML, CSS, AngularJS  
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.

**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.

**Award for Customer Focus:** Awarded for focusing on serving customers as L3 Support Lead.

## 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# and Python with Flask and Django.

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.

Hands-on experience in Django and Flask frameworks.

Management of Docker images and containers.

Understanding of HTML, CSS and Javascript.

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