|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sasha Kuechenmeister  Conversational AI Developer | | | | | |
|  | | | | | |
| Profile  Enthusiastic and self-motivated individual with experience working as a Conversational AI Developer. Strong computer science professional with a bachelor’s degree focused on web / front end development from TU Dublin. Bilingual in English and German.  Skills   * Collaboration & Teamwork * Problem Solving Skills * Analytical Skills * Effective communication skills * Efficient in Microsoft Office Suite   Contact  Receiver with solid fill +353 89 257 6544  Envelope with solid fill [Sash.k2000@gmail.com](mailto:Sash.k2000@gmail.com) |  | EXPERIENCE | |  |
|  |
| aug 2023 - presentConversational AI Developer | Vodafone | Dublin, IE Part of the TOBi (AI supported bot) team within Vodafone’s Commercial Operations division.   * Design conversational AI journeys to improve TOBi customer experience. * Design UX front end interactions. * Build FAQs, Fixed, and Mobile Integrated Journeys (IBM Watson & Composer) * Data Analysis (Splunk) * Create new ideas, take actions to boost Tobi Customer Satisfaction scores and resolution rate. * Work with a team of designers, developers and testers to create and improve user stories.  SEP 2021 – AUG 2023Operations Assistant Manager | Woodmarq | Dublin, IE  * Plan employee’s weekly schedule. * Organize delivery of goods to sites. * Stock intake. * Handle all employee wages. * Process and file company expenses. | | |
| EDUCATION |  | |
|  | |
| **SEP 2018 – SEP 2022**  **BSc (Hons) in Computer Science (Infrastructure) | Technological University Dublin | Dublin, IE**   * First Class Honours (1:1)   **SEP 2020 – SEP 2021**  **Erasmus + | Darmstadt University of Applied Science | Darmstadt, DE**   * Upper Second-Class Honours (2:1) | | |