Ujjwal N Jagtap

Conversational AI Engineer

✉ ujjwaljagtap7@gmail.com   📞 9370430337   📍 Nashik, Maharashtra, India

🔗 ujjwaljagtap.mobirisesite.com/#   in linkedin.com/in/ujjwal-jagtap

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OBJECTIVE

To obtain a Software Developer position where I can leverage my technical skills, analytical mindset, and enthusiasm for coding to develop efficient software solutions, contribute to organizational goals, and grow as a professional in a collaborative environment.

EXPERIENCE

Conversational AI Engineer   01/2025 – Present
Sarvajna Media

- Designed, developed, and deployed conversational Al agents using Google Dialogflow (CX) for automated customer interactions.
- Integrated agents with backend services and databases through Node.js, REST APIs, and webhooks to enable dynamic response handling.
- Created structured and flexible JSON-based conversation flows, intents, and entity definitions for scalable agent logic.
- Implemented context management, fallback handling, and parameterized responses to improve dialogue accuracy and user experience.
- Collaborated with UX and product teams to define conversation designs, response tone, and persona consistency.
- Conducted testing, debugging, and performance optimization of chat and voice bots across multiple platforms (web, WhatsApp, and IVR).

Data Scientist   01/2025 – Present
Freelancer

- Collected, cleaned, and analyzed large datasets to extract actionable insights.
- Built predictive and classification models using Python (Pandas, Numpy).
- Developed interactive dashboards and visual reports using Power Bl.
- Automated data workflows and optimized algorithms for performance.
- Collaborated with clients to define data-driven strategies and solutions.

Associate Cloud Developer   10/2024 – 12/2024
Exlearn

- Designed and implemented scalable AWS cloud infrastructures using EC2, S3, VPC, IAM.
- Optimized resource usage, reducing operational costs by streamlining deployments.
- Monitored performance metrics and ensured high availability of cloud services.

Data Analyst Intern 11/2022 – 01/2023
Trainty
- Analyzed large datasets to identify key business trends and opportunities.
- Created visual dashboards using Power BI and Excel for stakeholder insights.
- Developed predictive models to forecast performance trends.

EDUCATION

Sandip Institute of technology and research center 2020 – 2024
BE in Information Technology Nashik,India

Commerce Management & Computer Science College 2019 – 2020
HSC Nashik,India

Swami Vivekanand Vidyalya 2017 – 2018
SSC Nashik,India

SKILLS

Programming & Development: Java, Python, CPP, HTML5, CSS, SQL.

Data Analytics & Visualization: Power BI, Excel, Data Modeling, Predictive Analytics.

Tools: Microsoft Office, Git/GitHub, Jira, Dialogflow CX.

Soft Skills: Communication, Problem-Solving, Team Collaboration, Leadership.

Python Libraries: NumPy, Pandas, Matplotlib, Tensorflow.

LANGUAGE

- English
- Marathi
- Hindi

INTERESTS

Cricket • PS5 Games • Space Related books • Anime

PROJECTS

Clinical Nurse Admin
Developed an AI-powered conversational system for clinical nurse administration using Dialogflow for natural language understanding and Python Flask for backend services. The system streamlines nurse and administrative interactions, automates routine inquiries, and improves workflow efficiency.
Key Highlights:
- Designed and implemented Dialogflow intents and entities to handle a variety of nurse and administrative queries.
- Built a Python Flask backend to process requests, manage data, and integrate with hospital management systems.
- Enabled real-time, interactive conversations for scheduling, task tracking, and service information.
- Developed data validation and logging mechanisms to ensure accuracy and track interactions.
- Improved response time and user experience by automating repetitive tasks.
- Ensured secure handling of sensitive clinical data in compliance with healthcare privacy standards.

Tech Stack: Dialogflow, Python Flask, REST APIs, Database (MySQL/SQLite), JSON, Cloud Deployment

Geofencing Discount App
- Developed a geofencing-based mobile app to deliver real-time, location-specific discount notifications.
- Implemented GPS tracking, push notifications, and backend APIs for offer management.
- Improved customer engagement and increased local business foot traffic.

Tech Used: Flutter, Python, Firebase, Google Maps API, Android Studio, and Geolocation Services.

US Accidents EDA
- Conducted exploratory data analysis on the Kaggle US Accidents dataset to identify state-wise trends, time-based patterns, and environmental factors influencing road accidents using Python and data visualization libraries.

Tech Used: Python, Pandas, NumPy, Matplotlib, Seaborn, and Jupyter Notebook.

Personal Portfolio Website
- Designed and developed a responsive personal portfolio website to showcase projects, skills, and achievements with an interactive and modern UI.

Tech Used: HTML, CSS, JavaScript, and React.

Flight Booking Agent
- Built an intelligent conversational agent to automate flight search and booking workflows, enabling users to find and book flights using natural language conversations. The system leverages Dialogflow CX for advanced conversation design and integrates backend services to deliver dynamic, real-time responses, significantly improving the overall user experience.

Tech Used: Dialogflow CX, NodeJS, Firebase, and Google Cloud Functions.

PUBLICATION

IJARESM
Published a research paper in IJARESM showcasing the development of an intelligent location- based shopping application. The system utilizes geofencing technology to deliver personalized discounts, enhance user engagement, and support local business promotion through real-time notifications and data-driven insights.