

SUDIP KUMAR ROY

Conversation User
Experience Engineer

E: srkumarr11@gmail.com

P: 6289068134

L: <https://www.linkedin.com/in/sudip-kumar-roy-114828169/>

A: 56, Pulin Avenue. 2.5 No.
Airport Gate., Kolkata, 700081,
India

Nationality:

India

SKILLS

Bot Framework Composer

Google Dialog Flow

Data analysis

Conversational User Experience

Power BI

MS Office

UI/UX

Business analysis

Creativity

Time management

PROFILE

Conversational designer with over 2.10+ years of successful experience in building conversational flows for virtual assistants and handling customers. Recognized consistently for performance excellence and contributions to success in the IT industry. Have experience in language understanding services, Conversation & persona design, Data analysis, and communication.

EDUCATION

B.Tech | Guru Nanak Institute of Technology, Kolkata

Aug 2015 - Aug 2019

Electronics and Communication Engineer

12th Standard | Birati High School (H.S), Kolkata

May 2014 - Jun 2015

Science

10th Standard | Birati High School (H.S), Kolkata

May 2012 - May 2013

EXPERIENCE

Conversational User Experience Engineer | Acuvate Software Private Limited, Hyderabad

Mar 2019

- Conversation design based on requirement and persona.
- A creative mind with a capacity to deliver in a fast-paced environment
Strong emphasis on quality assurance
- Experience developing interaction models using tools such as different chatbot platforms Microsoft bot framework composer, Google dialog flow.
- Experience in Botsociety.io, draw.io for creating flowcharts.
- Experience Microsoft cognitive services such as QnA Maker & LUIS to train the content.
- Created mockups using BotSociety to demonstrate the use cases of chatbots to clients.
- Good knowledge of Natural language processing services (NLP) & Natural language understanding (NLU).
- Experience in designing Chatbot as per requirement and documenting it.
- Delivered more than 20+ consumer-facing Intelligent Virtual Agents on different channels such as Facebook Messenger, WhatsApp, Webchat, MS Teams, SharePoint, KakaoTalk.
- Reorganized the content for chatbots such as Entity/keyword specific design, API specific design, etc.
- Analyzed the chatbot & user conversation data to increase the chatbot's performance and interaction experience.
- Experience in Power BI dashboard building for the chatbot to showcase its performance KPIs and feedbacks

COURSES

Microsoft Power BI - A Complete Introduction [2022 EDITION] | Udemy

Oct 2021 - Nov 2021

The Data Analyst Course: Complete Data Analyst Bootcamp 2022 | Udemy

Aug 2021 - Sep 2021