

Vigneshwaran D

Manager - Digital Assistant

Experienced Manager with over 8 years in process engineering solutions, specializing in Hyperautomation, Chatbots, and RPA. For the past 2 years, I have focused on Large Language Model (LLM) projects and Retrieval-Augmented Generation (RAG) technologies. Seeking a challenging role in a dynamic organization to leverage my expertise and drive AI innovation.

WORK EXPERIENCE

Manager - Digital Assistant

Oct 2023 – Present

Pepsico, Hyderabad, IND

Current role responsibilities:

- Skilled in developing advanced Generative AI solutions, leveraging LLM, RAG, LangChain, and LlamaIndex.
- Experienced in creating conversational AI interfaces that enhance user engagement and satisfaction.
- Proficient in leveraging these platforms to design efficient and effective AI-driven conversational systems.
- Solution Architecture for complex AI and conversational solutions.
- Created architecture for the process.
- Conducted scrum calls with the development team.
- Participated in sprint planning.

Generative AI development:

- Delivered 3 production-ready projects using Generative AI and RAG.
- Developed 10 proof-of-concept (POC) projects based on Generative AI.

Conversational AI development:

- Managed Conversation AI Chatbot projects across multiple departments in the organization.
- Coordinated with vendor developer teams at all stages of development as a product owner.

Data Science Manager

Oct 2020 – Sep 2023

Foundever, Chennai, IND

Role responsibilities:

- Skilled in developing Chatbot solutions using Lex and Power Virtual Agent
- Experienced in creating conversational interfaces that enhance user engagement and satisfaction
- Proficient in leveraging these platforms to design efficient and effective Chatbots
- Solution Architecture
- Managing the UiPath RPA development team

Internal Chatbot development:

- Created an internal Chatbot using Power Virtual Agent
- Integrated it into Teams Channel for easy access
- The Chatbot is used for leave requests and timesheet-related requests, eliminating the need for email

CONTACT

- Chennai, Tamil Nadu
- +91-7200217424
- vignesh_dd@aol.com
- [linkedin.com/Vigneshwaran D](https://www.linkedin.com/Vigneshwaran D)

SKILLS

Hard Skills:

- Project Management
- Solution Architecture
- Digital Transformation
- Opportunity Identification
- Cost Controls

Soft Skills:

- Generative AI (Langchain, LlamaIndex, RAG)
- Conversational AI (OneReach, Dialogflow CX, AWS Lex, Power Virtual Agent)
- Cloud Solution (AWS, Azure)
- RPA (UiPath, Power Automation, WinAutomation, Automation Anywhere, Blue Prism)
- BI Tool (Power BI)
- UI/UX (Figma)
- Programing (Python, VBA, AHK)
- Database (DynamoDB, SQL)

CERTIFICATIONS

- AWS Solutions Architect - Professional
- Azure Architect Design Certification Prep
- UiPath Level 2 - Orchestrator 2018.3 Certification
- RPA Solution Architecture Fundamentals
- Virtual Agent Development in Dialogflow CX for Software Dev
- Figma UI UX Design

EDUCATION

- BCA - Sathyabama University - 2011
- Higher Secondary - KRMS - 2008
- Awards: First prize by former President of India, A.P.J. Abdul Kalam, for the development of the "Tsunami reporting system" project in my 11th.

Hyperautomation solution development:

- Developed a complete Hyperautomation solution using Chatbot and UiPath
- The solution acts as a virtual assistant for users to resolve account issues directly with the Chatbot

RPA Orchestrator development:

- Developed an RPA orchestrator using Python and AWS services
- Enables deployment of any open-source RPA solution
- Features include version control, access control, and log management

Dynamic Dashboard development:

- Created a dynamic dashboard in Power BI using DAX
- Retrieves required details from multiple APIs
- All data cleaning and structuring is designed in DAX

RPA solutions development:

- Designed and developed 40+ RPA solutions to solve business problems.

PROJECTS

Project 1: Admin Chatbot - AWS Lex

- Identified potential for a Hyper Automation use case to address administrative activities for the CallMiner Admin Team
- Evaluated existing manual processes for creating, deleting, resetting passwords, and addressing login issues
- Developed a Chat Bot solution to collect requests from both agents and the Admin team and follow business conditions to complete actions and notify the respective team
- Successfully implemented the solution, reducing the Admin team headcount from 10 to 2 due to the Bot taking care of repetitive actions.

Project 2: Zenni Chatbot - AWS Lex

- Participated in the Zenni Chatbot development, team management, and deployment stages.
- We worked on a couple of Chatbot modules (Order Status, Offers, and Product Suggestions).
- As a project manager, you can aid in the smooth deployment of the same to live.
- Providing live support for the supplied product.

DECLARATION

I, Vigneshwaran D, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Regards,
Vigneshwaran. D

Chennai,
Tamil Nadu,