# **Alex Chernous**

state = isUserHappy() ? 200 : 406 Let's build for people

Toronto ON, Canada



https://alexchernous.github.io



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## **尚**WORK EXPERIENCE

### **Application Developer**

10/2019++

- [24]7.ai
- · As part of a full stack architecture for digital chatbot applications:
  - Designed SCXML statemachines
  - Developed backend functionality in Node.js
  - Applied REST APIs to enhance experience
- Maintained JavaServer Pages for clients' FAQ knowledge bases.
- Performed UX Conversational Design tasks outlined below.

### **UX Conversational Designer** 07/2018 - 10/2019

- [24]7.ai
- Designed conversational user experiences for automated chatbots.
- Implemented and discovered best practices of human-computer interaction (e.g. Grice's maxims, cognitive load).
- Wrote natural language grammars (in GRXML / GSL) to accurately match user input for IVR applications.
- Worked closely with multiple fortune 500 clients to create chatbot design solutions for their verticals.
- Took part in the hiring process for my team.

### ★ VOLUNTEERING

#### **Live Green Toronto**

2020++

Joined my city's ecological initiative to learn and educate others about our impact on climate.

### **North York Community House**

2011 - 2012

Educated elderly individuals in computer technologies to stay connected with their families and friends.

### **⊗** FDUCATION

#### **Honours Bachelor of Science**

2018

- University of Toronto, St. George Campus
- Double Major in Computer Science & Linguistics

### **UX Design Leadership Conference**

11/2019

https://designleadership.io/

## ST PROJECTS

#### **Personal Website Portfolio**

React.js

https://alexchernous.github.io/

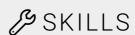
Built a personal portfolio using common JavaScript frameworks.

### **Natural Language Prediction**

• Python 3.7.2

https://github.com/alexchernous/NaturalLangua gePrediction

Used Markov Chains for single word prediction, sentence completion, and sentence generation.



Python **JSP** 

Java / Kotlin JavaScript

Android Studio React.is

Google Maps API Node.js

HTML / CSS Git













Games