

ANSHUMAN KUMAR

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Work Experience

Quantiphi

Remote

Conversation Bot Engineer

November 2020 - Present

- Helped design highly available and fault tolerant architectures using various GCP Compute options like App Engine, GKE, Cloud Functions and managed storage options like Firebase, Cloud SQL as well as other services like BigQuery to help develop custom dashboards to provide real time updates on various client KPIs like customer satisfaction rate, live agent escalation count etc.
- Developing end to end customized chat bots/voice bots by training machine learning model using Dialogflow CX/ES, developed a webhook API written in NodeJS (Express)/Python (Flask) with to answer the query of a user and design front end for the applications using VanillaJS and ReactJS based on a specification provided. These chat bots are used by various large government organization and private companies. For example, I helped design a chatbot that would allow a customer of a particular company to fetch their details of their unemployment insurance during the COVID 19 Pandemic by providing various details. The details of the customer would be fetched from an on prem API that would give the required information of a user once certain parameters are captured from the frontend.
- Wrote an integration service using NodeJS to store metrics used for conversations using Sequelize and Postgres and a wrapper library to help answer requests from Dialogflow CX/ES.
- Worked to design a queuing system with polling, batch and time out logic to create a waiting room for 24 COVID 19 vaccination centers. Helped design web pages for waiting room web page using Angular.
- Developed a custom integration with GPT3, I built an integration to summarize the scraped contents of a webpage on a website and provide the summarized details to the user on the front-end application.
- Integrated application with Microsoft D 365 CRM Application to share customer details when a user was transferred to a live agent.

SDE Intern

Gurgaon

OYO

January 2020 - May 2020

- Trained three machine learning models using Keras to evaluate images on specified criteria with high accuracy and create an API using Flask to rate the quality of images for business partners of OYO to get the real time feedback on images they upload on the OYO's website without needing a team to manually do it, saving costs and time for OYO.
- Design a frontend for the application for the user to upload images and get the ratings.

Certifications

GCP Professional Cloud Developer

December 2022

<https://www.credential.net/1493143a-8c87-4ebc-898e-9da8ccaf6271?key=a56c1b4be442e923a1b0ec5f435c908735f72f5774b2bbe4d0ac75abf9d86df2>

SKILLS

Programming Languages: NodeJS (Express), Python (Flask), Typescript
Databases: Postgres, Firebase, Cloud SQL
Front End Frameworks: VanillaJS, Angular, React

EDUCATION

Manipal Institute of Technology

Manipal

B. Tech Computer Science and Engineering GPA: 7.35

2016 - 2020

The Mother's International School

New Delhi

CBSE GPA: 93.6%

EXTRA CURRICULARS

- Contribute to open source applications such as helping fix bugs in [Tedditi](#) (A decentralized JavaScript free version of Reddit's front end).
- Fitness: Love cycling and participating in marathons (participated during Vedanta Delhi Half Marathon in 2022)