

# Atleen Jose

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## Summary

Graduate student in Business Analytics with 4 years of experience developing Python and AI-driven solutions for business challenges. Skilled in advanced data processing, API development, and building scalable, production-ready applications. Passionate about leveraging emerging technologies to build intelligent, practical solutions that drive measurable business impact and solve real-world problems.

## Skills

Programming Languages & Frameworks: Python, Django, Flask, Django REST, R

AI & Data Tools: DialogflowCX, Rasa, NLP, OpenAI, LLMs, Pandas, NumPy, Elasticsearch, Haystack

Analytics & Databases: SQL, MySQL, PostgreSQL, Firebase, Pinecone

Visualization: Excel, Tableau, PowerBI

Services: Google Cloud Platform (GCP), Amazon Web Services (AWS), MS Office Suite

Tools & Technologies: Celery, Docker, Redis, Websockets, WhatsApp Business API, GIT, JIRA

## Education

Master of Science in Business Analytics, To be awarded May 2027  
Fox School of Business, Temple University, Philadelphia, PA

Current Coursework: Data Visualization, Quantitative Methods of Business, Data Care, Feeding and Processing in Python

Bachelor of Technology in Electronics & Communication Engineering June 2021  
College of Engineering Chengannur, Kerala, India

## Professional Experience

Software Engineer, Sinergia Media Labs Pvt Ltd, Astek India. October 2021– August 2025

- 4 years of backend development experience specializing in AI/ML solutions and conversational AI platforms
- Skilled in database schema design, query optimization, testing, CI/CD pipeline implementation, production deployment automation, microservices architecture, system monitoring and optimization
- Developed and deployed multiple Rasa and Dialogflow CX-based chatbots with custom NLU and NLP models, advanced context handling, and multilingual capabilities
- Built scalable backend infrastructure supporting diverse communication channels including web, voice, WhatsApp, Slack, and email integrations
- Implemented real-time WebSocket-based human handoff functionality and context-aware conversational AI systems
- Designed and developed comprehensive analytics dashboards for platform usage management with interactive charts and automated reporting systems for strategic business intelligence
- Engineered automated data extraction systems using web scraping techniques with optimized database schemas for efficient storage and retrieval
- Enhanced text analysis using NLP techniques and built FAQ engines with GenAI, Elasticsearch, and Haystack.
- Utilized SQL for complex data modeling and querying and Celery for background task processing
- Created high-performance e-commerce backend infrastructure with complex business logic implementation
- Managed database architecture and operations across multiple projects, ensuring seamless server-Side processes for clients from different domains and regions.

Data Analyst Student Worker, Temple University, Philadelphia PA. October 2025- Present

- Perform data cleaning, analysis, and visualization using Excel and Tableau to support academic and administrative reporting.
- Collaborate with university staff on data validation and reporting projects, ensuring accuracy and consistency in datasets.

## Additional

- **Certifications: Google Certified Business Intelligence Professional**
- Led technical teams for client projects in Agile environments
- Actively participated in hackathons, technical events, and delivered presentations at conferences
- Engaged in volunteering and fundraising for elderly care, orphan support, and animal welfare