

Dante Deluca

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PROFESSIONAL SUMMARY

Solutions Engineer with over two years of experience building and deploying AI-driven solutions for enterprise clients. Strong background in SQL, Dialogflow, and Google Cloud, with hands-on experience delivering POCs and production systems that increased automation and customer satisfaction. I also pursue full-stack development independently, focused on building user-facing applications using modern web stacks and cloud infrastructure.

EDUCATION

Bachelor of Software Engineering

University of Western Ontario

Sep 2018 – Jun 2023

London, ON

EXPERIENCE

Solutions Engineer

Amplix

Aug. 2023 - Present

Boston, MA

- Developed IVAs and chatbots using Dialogflow CX and Python for enterprise clients, improving automation coverage for customer inquiries by 40%.
- Collected, cleaned and transformed call data to derive KPIs and inform changes to the IVA/NLU
- Present key findings and recommendations in tailored customer dashboards on a weekly basis to improve caller retention by 15%
- Analyzed conversational logs using Python and BigQuery to identify failure points and retrain AI agents, leading to an increase in successful interactions.
- Delivered tailored demos and KPI dashboards of AI-driven automation to executives, aligning technical solutions with business goals.
- Led end-to-end solution architecture from discovery through production, aligning AI capabilities with business and operational requirements
- Evaluated CSAT scores and NLU accuracy metrics to refine LLM and chatbot responses, increasing customer satisfaction by 15% and engagement by 22%.
- Delivered pre-sales technical consultation and solution design using RESTful API integrations and Dialogflow prototypes, accelerating client onboarding timelines by 25%

QA Automation Intern

J.D. Power AutoData Solutions

May 2021 – Nov 2021

London, ON

- Tested live web services with Serenity BDD and managed bug tickets through Jira

PERSONAL PROJECTS

QuizItalian | React, Node.js, MongoDB, GCP, Docker

Nov. 2022 – July 2023

- Developed with MERN stack, QuizItalian manages user authentication and quiz states while integrating third party APIs to handle translation and parsing

TECHNICAL SKILLS

Languages: SQL, JavaScript, Python, HTML/CSS

Frameworks: React, Express, TypeScript, NumPy, Tailwindcss, Docker

Hard Skills: Relational Databases, RESTful APIs, Git, Data Analytics, Full Stack Development, LLMs, Prompt Engineering, NLP, AI Chatbots, Speech Recognition, Dialogflow, Looker Studio