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   Sep 2018 – Jun 2023
University of Western Ontario   *London, ON*

EXPERIENCE

Solutions Engineer   Aug. 2023 - Present
Amplix   *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   May 2021 – Nov 2021
J.D. Power AutoData Solutions   *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
- QuizItalian manages user authentication and quiz states and integrates third party APIs to handle grammar

TECHNICAL SKILLS

Languages: SQL, JavaScript, Python, HTML/CSS
Tools: React, Express, TypeScript, NumPy, Tailwindcss, Docker, Langchain, Relational Databases, RESTful APIs, Git, Data Analytics, Full Stack Development, LLMs, RAG, NLP, Dialogflow, Looker Studio
Certifications: Building RAG Agents with LLMs (NVIDIA Deep Learning Institute)