

Dante Deluca

dante.deluca.dev@gmail.com | [portfolio](#) | [github/ddeluc](https://github.com/ddeluc) | Montreal, CA

EDUCATION

Western University

Bachelor of Software Engineering

London, ON

Sept. 2018 – June 2023

EXPERIENCE

Chatbot Engineer

Amplix

Aug. 2023 - Present

Remote

AI Optimization / Data Analysis

- Refined Dialogflow NLU models by updating training data based on caller behavior to increase classification accuracy to at least 80%
- 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 (Looker) on a weekly basis to improve caller retention by 15%

Developer

- Drafted, built and conducted testing for voice and digital chatbots that leveraging Dialogflow
- Translated client business requirements into IVA call flows using Lucid chart before development
- Implemented RESTful API logic to handle customer data during live calls

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

PROJECTS

JustFriends | React, Design

July 2024 – Present

- Demonstrated a creative UI that integrates the brand's image and purpose by way of CSS styling, Three.js modeling, and Framer Motion animations
- Maintain website operations and regularly meet with client to discuss improvements

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

Nov. 2022 – July 2023

- Education platform that generates grammar quizzes based on textual input from the user
- Developed with a MERN stack, QuizItalian manages user authentication and quiz states while integrating third party APIs to handle translation and parsing
- Designed and implemented a responsive, user-friendly interface with React.js and Tailwind.css

TECHNICAL SKILLS

Languages: JavaScript, Python, Java, HTML/CSS, SQL

Frameworks: React, Express, TypeScript, NumPy, Tailwindcss, Framer Motion, Three.js

Concepts: Agile Methodologies, Web Development, CNNs, Relational Databases, Data Structures and Algorithms, RESTful APIs, Git, Data Analytics, Full Stack Development