

Gopal Sanoriya

Indore, Madhya Pradesh

+91 99930-60959

[linkedin.com/in/gopal-sanoriya](https://www.linkedin.com/in/gopal-sanoriya)

gopalsanoriya789@gmail.com

Gen AI, Conversational AI, NLP and LLM

WORK EXPERIENCE

Conversational AI Developer

Mobile programming, Bangalore

(03/2023)-present

- Implemented AI chatbot that boosted customer satisfaction by 20% and reduced average handle time by 30%
- Architected and developed a responsive frontend framework for the chatbot, leveraging ReactJS to create a dynamic and interactive user interface that adapts seamlessly to different screen sizes and platforms.
- Spearheaded the development of a dialogue-flow chatbot for customer support, handling 30% of inquiries and freeing human agents for complex issues.
- Leveraged diverse LLM models including GPT-3.5 Turbo, LLAMA-2, and PALM to develop and implement innovative generative AI applications.
- Utilized Langchain and OpenAI platforms to build a conversational AI capable of engaging in natural language interactions.
- Developed a MySQL-powered conversational interface that enables users to query and interact with database information directly through natural language commands using LLM models.

Conversational AI & Cloud developer

Easy Aspataal, Mumbai

(08/2022)-(01/2023)

- Developed and deployed chatbots using Node.js and Python, resulting in 50% reduction in customer support response time.
- Configured and managed cloud-based infrastructure and application.
- Created and implemented a chatbots for a customer service team, resulting in a decrease in customer wait times.

Cloud Engineer

Designocare Solution, Hyderabad

(04/2021)-(12/2021)

- Designed, deployed and managed cloud infrastructure on GCP.
- Worked on designing and implementing scalable, highly available and fault-tolerant application on GCP.
- Excellent problem-solving skills ability to quickly troubleshoot & resolve complex issues.

AI Hardware & Robotics Developer

Shastralectrobotics, Indore

(03/2018)-(03/2021)

- Contribute to development and evaluate machine learning, deep learning, NLP, computer vision and Robotics.
- Collaborated with team members to develop training data and refine machine learning models for improved chatbot performance.
- Recherche and development Two 6 fit humanoid robots with the internal structure and creating conversational AI.
- Mentor at “**ROBOTEX INTERNATIONAL**” Conducted by IPS collage.

PLATFORM & LIBRARIES

-
- **Lang-Chain, Open AI, Hugging face, NLTK and Spacy.**
 - **Cloud Platforms:** Google cloud Platform and Microsoft Azure.
 - **Primary Skills:** Conversational AI, Chatbots, Open AI, Cloud computing.

EDUCATION

BE. In Electronics and communication with focus in AI

(2016-2020)

Swami Vivekananda collage of engineering, Indore (M.P).