

SAIGEETHA SUBRAMANI

Experienced Project Manager with top-notch implementation and project management abilities. Highly organized, methodical, and skilled at overseeing daily milestones across high-performance teams. Having good exposure to web application development, big data, agile based projects. Well-versed in Chatbot projects planning and deployment.

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Skill Highlights:

- IBM Watson Assistant
- 24.ai Chatbot development platform
- Natural Language Processing
- J2EE, JS, Node JS, Python
- Oracle, Hbase, Cassandra
- Project planning and development
- Agile methodologies
- Team management
- Delivery management
- Vendor management

Certifications:

- Oracle Certified Professional, Java EE 5 Web Component Developer
- Oracle Certified Professional, Java SE 6 Programmer
- Automation Anywhere Certified Advanced RPA Professional (V11.0)

Education:

B.E : Computer Science and Engineering
Government College of Engineering, Salem

Work Experience:

Infosys Limited [May 2019 – Till Date]

Tata Consultancy Services [Nov 2012 – May 2019]

Project Experience

DIRECTV (AT&T) Chatbot: [August 2020 – Current]

Developed DTV chatbot handles FAQs of customer support from two products in the same bot: Stream and Satellite which offers tv services.

RBS Ask Archie and Cora Chatbot: [June 2019 – July 2020]

Designed internal and external customer facing Chatbots for RBS using IBM Watson Assistant platform in Agile methodology. The Cora Chatbot handled queries regarding banking from external customers and the Ask Archie handled internal customer queries like HR.

Projects in Banking & Financial Sector: [Mar 2012-May 2019]

Provided functionalities to track the entire payment status of various customers including Student, Residential, etc. for the services provided by the various entities like School, Associations, etc. in the periodic basis in Multipago web application using Java and Oracle database.

Various maintenance projects were handled, and enhancements made to the credit card application in Agile methodology using Struts and Spring framework.

Projects in Telecommunication: [May 2017 – July 2018]

Event Data Management provides the management of customer-related events like Usage charge event, User change event, etc. that are generated in Revenue Manager. It will receive the data from its source entity called EPS and then process the events based on the usage and again store in the Hbase database.

Various User Stories were handled as part of this project covering Hadoop technologies like Oozie, Drill, Zookeeper.