

GNANAMUTHU G

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PROFESSIONAL SUMMARY

IVR Developer with 3+ years of experience in designing, developing, and deploying scalable conversational AI and telephony solutions using Twilio, Dialogflow CX, and Node.js. Proven expertise in reducing call handling times by 25% through intelligent voice automation and seamless system integrations. Strong background in multi-turn dialogue management, backend API integration, and cloud-based IVR architecture. Passionate about building AI-powered solutions for enhanced customer engagement.

SKILLS

Programming & Scripting: JavaScript, Node.js, SQL

Web Technologies: HTML, CSS, React.js, Bootstrap, tailwind CSS

IVR & AI Tools: Twilio, Twilio Studio, Dialogflow CX, Google CCAI

Databases & APIs: SQL, REST API

Tools & Platforms: Git, GitHub, GCP, X- Lite

Languages: English, Tamil, Kannada, Hindi

PROFESSIONAL EXPERIENCE

Software Developer

Sensiple Software Solutions Pvt Ltd – Chennai

Apr 2022 – Present

- Designed and developed IVR applications using Twilio APIs, reducing average call handling time by 25%.
 - Built multi-turn conversational flows in Dialogflow CX handling 500+ user intents.
 - Integrated Dialogflow CX with Google CCAI and Twilio to enable real-time agent handoff and dynamic voice response.
 - Implemented Node.js backend services to connect IVR systems with live databases.
 - Managed CX flow logic, session parameters, and response handling for seamless voice automation.
 - Collaborated with cross-functional teams to deploy cloud-native telephony systems.
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KEY PROJECTS

Comcast (Intrado) – Broadband Activation, Payments, Power Outage Reporting
Apr 2022 – Mar 2023

- Built an IVR solution using Twilio Studio and Node.js for utility support.
- Created call flows with voice prompts, speech recognition, and dynamic alerts.
- Used X-Lite, Git Bash, and GCP for monitoring and log analysis.

Conversational AI System – Dialogflow CX & Google CCAI Integration
Apr 2023 – Present

- Developed dynamic flows using Dialogflow CX based on customer use cases.
- Configured virtual agent transitions, queueing, and human handoff using CCAI.
- Enabled custom payload integration between Dialogflow and Twilio backend services.

EDUCATION

Bachelor of Engineering – Mechanical Engineering
Mahakavi Bharathiyar College of Engineering & Technology
Aug 2014 – May 2018

ADDITIONAL INFORMATION

- Open to relocation and remote opportunities.
- Keen interest in AI-driven telephony and customer support automation.