

GNANAMUTHU GOVINTHAN

SENIOR SOFTWARE ENGINEER – CONVERSATIONAL AI | IVR | CHATBOTS | DIALOGFLOW CX

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SUMMARY

Conversational AI Engineer with 3+ years of experience designing and deploying production-grade IVR and chatbot solutions using Dialogflow CX, Google CCAIP, Node.js, and GCP. Proven track record of reducing call handling time by 25%, improving resolution speed by 15%, and boosting CSAT by 12% through automation and intelligent agent handoffs. Strong experience in CCAIP platform configuration, routing logic, Salesforce CTI integrations, and production issue troubleshooting in collaboration with Google support teams.

TECHNICAL SKILLS

Conversational AI & Contact Center: Dialogflow CX, Google CCAIP, Agent Assist, IVR & call routing, VA-Agent handoffs, NLP, Playbooks.

Programming & Backend: JavaScript, Node.js, React.js

Cloud & Infrastructure: Google Cloud Platform (GCP), Cloud Functions, Cloud Run, Cloud Logging & Monitoring

Integration: REST APIs, Webhooks, Salesforce CTI & Case Creation.

Tools: Git, GitHub, Git-Lab, Postman, Visio (architecture diagrams), X-Lite, VoIP, SIP Link.

PROFESSIONAL EXPERIENCE

Nisum Consulting Pvt Ltd | Senior Software Engineer – Conversational AI

SEPTEMBER 2025 – PRESENT

- Implemented end-to-end Google CCAIP platform setup, including virtual agents, route groups, and queue configurations.
- Configured Dialogflow CX virtual agents, mapping Conversation Profiles and Agent Assist within CCAIP.
- Implemented and optimized routing, fallback, and transfer logic across voice and chat channels within Google CCAIP and Dialogflow CX.
- Collaborated directly with Google CCAIP support and product teams, raising cases for new features, platform limitations, and production issues.
- Acted as a CCAIP agent for live debugging, reproducing and analyzing routing, wrap-up, and handoff issues.
- Verified Salesforce CTI integrations and case creation flows during virtual agent to live agent handoffs.

Sensiple Software Solutions Pvt Ltd | Junior Software Engineer – Conversational AI

APR 2022 – JUN 2025

- Developed and deployed multi-turn conversation flows in Dialogflow CX, reducing call handling time by 25% and improving resolution speed by 15%.
- Integrated Google CCAIP with live agents for real-time handoffs and advanced routing, increasing CSAT by 12%.
- Built Node.js backend services for session tracking, payload customization, and CRM/DB integrations, enabling 12+ automated workflows across telecom and utilities.

Hyva India Pvt Ltd | Planning Engineer

Jun 2019 – Jun 2021

- Managed and coordinated 10+ subcontracting vendors, ensuring 95% on-time delivery of fabricated and machined components.
- Resolved capacity and quality issues, reducing rework by 18% and supporting uninterrupted production.
- Streamlined subcontractor reporting process, cutting follow-up cycles by 20%.

PROJECT HIGHLIGHTS

ALBERTSONS | SEP 2025 – PRESENT

- Designed and deployed IVR and chatbot solutions using Dialogflow CX and Google CCAIP.
- Configured agent handoff and routing logic for high-volume customer support scenarios.
- Integrated Agent Assist and Conversation Profiles to enhance live agent effectiveness.
- Worked with Google support teams during production incidents and feature enablement.

WEST UTILITIES | APR 2023 – JUN 2025

- Built automated IVR flows for outage management and billing support.
- Achieved 80% Tier-1 query automation.
- Achieved a 30% reduction in response latency and drop rates by refining routing and fallback logic

INTRADO | APR 2022 – MAR 2023

- Developed intelligent IVR systems using Dialogflow CX and Node.js middleware.
- Delivered a 20% improvement in data accuracy and a 10% decrease in call abandonment.

CERTIFICATIONS

- Generative AI Studio
- Natural Language Processing (NLP) and Text Mining Tutorial for Beginners—SimpleLearn (2025)

EDUCATION

Bachelor of Engineering – Mechanical Engineering

Aug 2014 - May 2018

Mahakavi Bharathiya College of Engineering & Technology - Tirunelveli

LANGUAGES

English, Tamil, Kannada, and Hindi.