GNANAMUTHU GOVINTHAN

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

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SUMMARY

Conversational AI Engineer with 3+ years of experience building scalable IVR and chatbot solutions using Dialogflow CX, Node.js, and Google Cloud Platform (GCP). Reduced call handling time by 25%, improved resolution speed by 15%, and automated 12+ complex workflows across telecom and utility domains. Skilled in designing multi-turn conversation flows, integrating backends with REST APIs and webhooks, and enabling live agent escalation with CCAI and Agent Assist. Focused on delivering natural language experiences that boost customer satisfaction and contact center performance.

TECHNICAL SKILLS

Languages & Frameworks: JavaScript, Node.js, React.js
AI & NLP: Large Language Models (Transformers), Generative AI (GenAI), Natural Language Processing (NLP), Dialogflow CX, Google CCAI, Agent Assist, Playbooks
Cloud Platforms: Google Cloud Platform (GCP)
APIs & Integration: REST APIs, Webhooks
DevOps & Tools: Git, GitHub, Git-Lab, X-Lite, VoIP, Visio (architecture diagrams)

PROFESSIONAL EXPERIENCE

Nisum Consulting Pvt Ltd | Senior Software Engineer – Conversational AI
SEPTEMBER 2025 – PRESENT

- Designed and deployed multi-turn conversation flows in Dialogflow CX, reducing call handling time by 25% and improving resolution speed by 15%.
- Integrated Google CCAI with live agents for real-time handoffs and advanced routing, boosting CSAT scores by 12%.

Sensiple Software Solutions Pvt Ltd | Junior Software Engineer – Conversational AI
APR 2022 – JUN 2025

- Designed and deployed multi-turn conversation flows in Dialogflow CX, reducing call handling time by 25% and improving resolution speed by 15%.
- Integrated Google CCAI with live agents for real-time handoffs and advanced routing, boosting CSAT scores by 12%.
- Built backend services in Node.js for session tracking, payload customization, and CRM/DB integration, enabling 12+ automated workflows across telecom and utilities.
- Implemented queue management, fallback handling, and optimized voice prompts, reducing fallback rates by 30%.
- Leveraged Google Cloud Platform (GCP) for deployment, log monitoring, and error handling, improving system uptime by 20%.
- Led UAT and production support, resolving payload mismatches and flow latency issues to ensure zero-critical defects during rollout.

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

INTRADO | APR 2022 – MAR 2023

- Built intelligent IVR flows in Dialogflow CX, automating 80% of Tier-1 queries.
- Customized session-based flows, human handoffs, and webhooks to deliver personalized responses.
- Implemented structured fallback triggers, reducing abandonment rate by 10%.
- Created Node.js middleware for real-time CRM/telephony integration, improving data accuracy by 20%.

WEST UTILITIES | APR 2023 – JUN 2025

- Delivered custom contact center solutions with real-time agent handoffs, improving routing efficiency by 25%.
- Optimized flows to reduce response latency and fallback rates by 30%.
- Integrated IVR with external APIs, enabling personalized, real-time responses.
- Designed queue management logic, balancing workloads across virtual and live agents.
- Provided training materials and documentation, enabling a smooth transition to support teams.

EDUCATION

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

CERTIFICATIONS

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

LANGUAGES

English, Tamil, Kannada, and Hindi.