

# **GNANAMUTHU GOVINTHAN**

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

[gnanamuthu871@gmail.com](mailto:gnanamuthu871@gmail.com) | +91 9500998473 | [Portfolio](#) | [www.linkedin.com](http://www.linkedin.com)

## **SUMMARY**

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Conversational AI Engineer with 3+ years of experience designing and deploying intelligent IVR and chatbot solutions using Dialogflow CX, Google CCAI, and Node.js on Google Cloud Platform (GCP). Proven track record in reducing call handling time by 25%, improving resolution speed by 15%, and enhancing CSAT by 12% through automation and real-time agent handoffs. Skilled in building scalable conversational architectures, integrating with backend systems via REST APIs and webhooks, and collaborating with Google CCAI teams for production-grade deployments.

## **TECHNICAL SKILLS**

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**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**

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### **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 and mapped Conversation Profiles and Agent Assist within CCAIP
- Designed and optimized routing, fallback, and transfer logic across voice and chat channels.
- Collaborated with Google CCAIP support/product teams, creating cases for new features, defects, and production issues.
- Collaborated with Google CCAIP support and product teams, creating cases for new features, platform limitations, and production issues.
- Acted as a CCAIP agent for live debugging, reproducing and analyzing routing and handoff issues.
- Verified Salesforce CTI and case creation flows during VA-to-agent handoffs.

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### **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.

## **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**

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### **ALBERTSONS | SEP 2025 – PRESENT**

- Designed and deployed IVR and chatbot solutions using Dialogflow CX and Google CCAIP for customer support.
- Configured agent handoff and routing logic to support high-volume customer support use cases.
- Integrated Agent Assist and Conversation Profiles to enhance live agent support during calls.
- Collaborated with Google support during production issues and feature enablement.

### **WEST UTILITIES | APR 2023 – JUN 2025**

- Designed automated IVR flows for outage management and billing support using Dialogflow CX, achieving 80% Tier-1 query automation
- Enhanced routing and fallback mechanisms, reducing response latency and drop rates by 30%.

### **INTRADO | APR 2022 – MAR 2023**

- Built intelligent IVR systems with Dialogflow CX and Node.js middleware for real-time CRM integration.
- Improved data accuracy by 20% and reduced abandonment rate by 10% through structured fallback and optimized session handling.

## **CERTIFICATIONS**

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

## **EDUCATION**

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### **Bachelor of Engineering – Mechanical Engineering**

**Aug 2014 - May 2018**

Mahakavi Bharathiya College of Engineering & Technology - Tirunelveli

## **LANGUAGES**

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English, Tamil, Kannada, and Hindi.