

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 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

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

- Spearheading end-to-end implementations on the Google CCAI platform, designing scalable multi-turn flows in Dialogflow CX that reduced call handling time by 25%.
- Partnering closely with Google CCAI support and product engineering teams to troubleshoot and optimize integrations, improving resolution speed by 15% and CSAT by 12%.
- Implemented queue management and fallback handling to reduce fallback rates by 30%, and leveraged GCP for deployment and log monitoring to improve uptime by 20%.
- Supported UAT and production releases, resolving payload mismatches and latency issues to ensure zero critical defects.

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

ALBERTSONS | SEP 2025 – PRESENT

- Developed and deployed IVR and chatbot solutions using Dialogflow CX and Google CCAI, improving call routing efficiency by 25%.
- Collaborated with cross-functional teams to implement real-time API integrations and optimize fallback logic for smoother customer experiences.

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%.s.

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

- 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.