

ADARI PRAVEEN KUMAR

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praveen-portfolio-rho.vercel.app

SUMMARY

Software Engineer with 2+ years of experience building scalable, production-grade web and conversational AI applications at an enterprise SaaS company. Strong expertise in React-based frontends, Node.js/FastAPI backends, REST APIs, and database-driven systems. Proven track record of owning end-to-end features, integrating advanced voice AI technologies, and delivering high-impact solutions with measurable business value.

WORK EXPERIENCE

May 2023 - Present

Software Engineer - Kore.ai

- Owned end-to-end development of full-stack features across frontend, backend, and conversational AI systems for enterprise customers.
- Built and maintained scalable backend services using Node.js, Express, and FastAPI, integrating REST APIs to support chatbot and voice bot workflows.
- Developed frontend components and custom UI integrations using Web SDK, React, and Tailwind, enhancing user experience and configurability.
- Integrated Deepgram Flux ASR into the Voice Gateway, enabling high-accuracy, low-latency speech recognition optimized for conversational flows.
- Implemented ASR and TTS call-control parameter support, allowing developers to configure advanced speech behavior directly from the UI.
- Designed and delivered multilingual voice bot solutions using SmartAssist (Contact Center AI) with support for English, Spanish, Arabic, French, Italian, Japanese, and Dutch.
- Worked on SIP-based call flows and agent handoff logic to enable seamless transitions between bots and human agents.

EDUCATION

B.Tech in Computer Science Engineering

Vignan's Institute of Information Technology

Sep 2019 - Apr 2023

CGPA - 8.41

TECHNICAL SKILLS

- Languages:** C, C++, Python, JavaScript
- Frontend:** React.js, Next.js, HTML, CSS, SASS, Tailwind CSS
- Backend:** Node.js, Express.js, FastAPI
- Databases:** MongoDB, MySQL
- APIs & Protocols:** REST APIs, SIP Flow
- Voice & AI Systems:** ASR, TTS, Conversational AI, BotKit, Web SDK
- Tools & Platforms:** Git, GitHub, Cron Jobs, Microservices Architecture, Jenkins, JIRA

WORK PROJECTS

- Logs Fetcher App:** Built a React + FastAPI web app integrated with AWS S3 to instantly fetch and download logs, improving internal debugging efficiency.
- Support Escalation Bot:** Developed a Kore.ai XO11 chatbot to automate support ticket escalations, reducing manual effort for the Customer Success team.
- Scheduled Calls Notifier App:** Created a Node.js microservice to sync Zendesk call schedules with Google Calendar and Google Space, automating daily call reminders.

KEY ACHIEVEMENTS

- 🏆 Improved project turnaround time by 20% by establishing efficient voice bot development and troubleshooting practices.
- 🌟 Maintained 90%+ client satisfaction rate through proactive issue resolution and product enhancement.
- 🏆 Received 4 Monthly Spotlight Awards and 2 Quarterly Awards for excellence in project delivery and constant support.

LINKS

- <https://www.linkedin.com/in/praveen-kumar-adari-3a73331a6/>
- <https://github.com/praveengit11/>