

Aman Khan

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EDUCATION

Bipin Tripathi Kumaon Institute of

Technology, Dwarahat

B.Tech in Electronics and
Communication Engineering
2016-2020 | Cum. per: 76.8%

GGIC Pantnagar

Intermediate Examination with PCM
2016 | Per: 72.2%

Highschool Examination

2014 | Per: 86.2%

SKILLS

Programming Languages:

Python, JavaScript, Node.js

Tools:

Git, Azure, LUIS/CLU, AudioCodes

Frameworks & Libraries:

Microsoft Bot Framework,
Express.js, NLTK for NLP

Other:

Machine learning algorithms,
Generative AI, LangChain, RAG,
agile development methodologies.

CERTIFICATIONS

- [Microsoft Bot Framework V4 \(NodeJS\) – With Real Life Example](#)
- [Machine Learning, Data Science and Generative AI with Python](#)
- [Hands On Natural Language Processing \(NLP\) using Python](#)
- [Microsoft Certified: Azure Fundamentals](#)
- [Introduction to OpenAI API & ChatGPT API for Developers](#)
- [Basic to Advanced: Retrieval - Augmented Generation \(RAG\)](#)

SUMMARY

Conversational AI developer with experience in building chatbots and voicebots, back-end development, including AI/ML/DL & NLP systems, Generative AI, and Retrieval Augmented Generation. Over 4.4+ years of proven expertise working on high-impact projects and driving innovation. I hold expertise in Microsoft Bot Framework, Azure Bot services, Azure cloud, Azure Cognitive Services and API integration. Seeking a role that allows me to utilize my skills in both back-end development and machine learning.

EXPERIENCE

TATA Consultancy Services, New-Delhi, India

Conversational AI Developer
April 2021 - On Going

4 years of experience in developing and implementing advanced Conversational and Generative AI systems:

• Multilingual Conversational AI Systems:

Conceptualized and built sophisticated ChatBots & VoiceBots systems using Node.js, Python, and Azure Cognitive Services (LUIS/CLU), integrating customer experience and engagement platforms like Genesys, and Chime, improving user interaction and business operations.

• VoiceBot Solutions: Designed and implemented advanced VoiceBot systems using AudioCodes,

supporting critical use cases powered by MFA (Multi-Factor Authentication) and Graph API. These solutions optimized user authentication and streamlined complex voice-based workflows.

• Proactive Notification Systems: Created solutions enabling chatbots to send proactive notifications,

automating routine processes and improving customer engagement, delivered significant enhancements to user experience.

LANGUAGES

English, Hindi