Omprakash Gupta

Email: omchs10@gmail.com
Contact: +91 7355655802
Address: Noida, UP, India, Zip-201305

Profile Summary

Result oriented professional with 4 years of experience seeking a challenging role. Demonstrates expertise in Full stack development, Cloud technologies and Chatbot development. Proven ability to design and implement solutions, analyze requirements and contribute to the development of robust and scalable systems. I am adaptable in any technologies and quick learner.

Employment History

Associate Projects at **Cognizant Technology Solutions India Pvt Ltd, Noida**
June 2021 – Present

Developed web-based prototypes and applications:
Gen AI Based Power BI visuals Generator: Developed end to end application where for given user nlu prompt, we are generating analytic visuals
- Automated Power BI visuals creation using gen ai, reduced developer time by 90% and cost by 87%.
- Using Gen AI model like Gemini Flash 2.0 and Sonnet, I am generating Text to SQL

Skills: Gen AI, LLM, Bedrock, ML, AWS, Power BI, Database, Nodejs, API gateway, Lambda, Reacts, Vertex AI, GCP, API integration, RDS, Step Function, Dynamo DB, IAM, Git, Visual Studio, External APIs, REST

DIR and Rules Engine: Developed end to end application to automate creation and configuration of chatbot flows, using UI, user can setup and create variety of contact center use case
- Automated complete process of flow design and creation for chatbot in platform like Amazon connect, reduced developer time and cost by 80%

Skills: Contact center technologies, Amazon Connect, Contact Flows, Lex, S3, Dynamo DB, Lambda, AWS, IVR, Chat, API Integration, ReactJs, RDS, Javascript, HTML, Microservices

Gen AI Based Agent Desktop: Developed end to end application for custom ccp for agent to handle customer calls, implemented gen ai features like interaction summary, agent coaching, agent assistant
- Improved agent experience by providing features like customer profile, intent journey graph, sentiment analysis, transcript, language translator. AHT improved by 70%.

Skills: Contact center technologies, Amazon Connect Stream API, Generative AI, Agent CCP, S3, Dynamo DB, Lambda, AWS, IVR, Chat, API Integration, ReactJs, Amazon Q, Bedrock, Web Socket, GCP, Nodejs, Agile

Developed Chatbots:
I have created multiple end to end call flows for banking and BFS use cases, and to handle customer complaints, created flows using Amazon connect, Dialog Flow, Kore AI
- Configured for IVR, Webchat and Whatsapp channel
- Automated customer handling by integrating Lex bots and Gen AI bots, reduced count of calls which are transferred to agent by 80% and saved cost by 80%

Skills: Amazon Connect, Lex, Bedrock, Knowledge Base, Lambda, Google dialog flow, Genesys, Kore AI, Vertex AI, Kinesis, Contact Lens, S3, BFS, Healthcare, Agile, Widget Integration, NLP

Freelance Contributions and Key Projects

Chatbot to Handle Customer complaints: Developed and Integrated end to end complete app based chatbot to handle customer queries and complaints for a startup company
- Used Amazon Connect to develop contact flows and Integrated with Fast API to handle complaint status and tracking. Developed lambda function for intent and interactive messages handling
- Automated complaint handling and tracking, reduced cost to company by 80%

Skills: 3rd Party API Integration, FAST API, Lambda, Lex, Amazon Connect, Widget Integration

Hotel Room Booking System: Developed reactjs based web application to visualize hotel rooms and booking system. User can give room number and based on availability he will get room details so that he has to travel less distance between the rooms
- This is assessment-based project to showcase my skills of reactjs and problem solving
- Implemented sliding window and dynamic programming algorithm to find best sets of rooms
- Implemented features like random occupancy generator, reset rooms

Skills: Reactjs, Javascript, algorithm, Problem Solving

Certifications

- **AWS Cloud Practitioner** by Amazon (Certificate Number: 957c29e015b440a7818a9ee85411556)
- **Reactjs** and **Javascript** by Udemy
- **Web Development** by Internshala (HTML, CSS, PHP)
- **Core Java** by IIHT Varanasi

Leadership Roles and Academic achievements

- **Executive Member of Social Reform Cell**: Conducted many social events and awareness programs to aware people. Visited near by villages and localities, understood their problems and tried to provide solution using technology and resources, part of NIT Delhi.
- **Achievements**: Qualified JEE with Rank 13713 out of 12 lakh candidates. Got scholarship of worth Rs 700000 for free education and boarding for class 11 & 12. Got DLPD course free of cost worth of Rs 25000 by AAKASH Institute.

Education

BTech in Computer Science and Engineering
College: National Institute of Technology, Delhi, India

Skills Learned: C++, Data Structure, OOPS, DBMS, OS, CN, Algorithm, Machine Learning, Competitive Coding

Links

LinkedIn:
https://www.linkedin.com/in/ omchs10/
GitHub:
https://github.com/omchs10/

Skills

AI/ML:
Large Language Models, Gen AI, Machine Learning, Natural Language Processing, Text to SQL Generation
Backend Development:
Nodejs, Javascript, Typescript, AWS Lambda, Google Cloud Function, REST
Frontend Development:
Reactjs, Javascript, HTML 5, CSS
Cloud Technologies:
AWS, GCP, Azure, Salesforce
Chatbot Technologies:
Amazon Connect, Google dialog flow, Kore AI, Genesys
Language:
C++, Java, Javascript, HTML
Tools:
Git, VS Code
Database:
RDS, Dynamo DB, PostgreSQL
Methodologies:
Agile
Others:
Problem Solving, Competitive Coding, Algorithm, DSA, Project Management, Leadership

Language
English, Hindi