ADITYA RAJ
SENIOR CONVERSATIONAL AI DEVELOPER

Address: Muzaffarpur, Bihar | **Mobile**: +91-7093853672 | **Email**: adityarajtheonly@gmail.com |
Linkedin: https://www.linkedin.com/in/aditya-raj-801a141ba | **Leetcode** :
https://leetcode.com/u/Adityaonly

Experienced Senior Conversational AI Developer with 3.5 years specializing in full-stack web development, system architecture, and Generative AI solutions. Successfully led over 5 projects with teams of up to 15 developers, managing projects worth over $500,000. Improved system efficiency by 40% and user satisfaction by 25%. Proficient in web development, project management, and delivering innovative CCAI solutions that enhance customer experiences.

PROFESSIONAL EXPERIENCE

Quantiphi Analytics   Nov 2020 - Present

- **Google (Extended Workforce)**   Feb '24 - Present
  - Spearheading advanced conversational AI and generative AI solution implementations for AT&T CCAI, enhancing client interaction capabilities.

- **Senior Conversational AI Engineer**   Jan '23 - Present
  - Designed the architecture for advanced conversational AI solutions and provided mentorship to junior team members, ensuring adherence to best practices and code .review

- **Conversational AI Engineer**   Mar '21 - Dec '22
  - Collaborated with cross-functional teams to implement advanced CCAI features, enhancing user engagement and satisfaction, and ensuring seamless integration with client systems.

- **Intern Conversational AI Engineer**   Nov '20 - Mar '21
  - Contributed in backend development tasks, including database integration and the implementation of GCP Cloud Function to sync databases, resulting in a 40% improvement in system performance.

EDUCATION

National Institute of Technology (NIT), Warangal   2020
- B.Tech in Civil Engineering
- Event Manager (Technozion 18): Led a team to organize one of the largest technical festivals, improving event attendance by 25%. Organized "3 Musketeers," a popular event that saw participation from over 50 students

Trident Public School   2015
- Central Board Of Secondary Education(CBSE) | Class XII | Grade : 93%

PROJECTS

Google PSO - AT&T AAM Voice   Jan 2024 – Present
- Contributing to the development of voice CCAI features in AT&T, increasing user experience by 60% and improving live agent handoff efficiency by 15%.
- Developed Node JS scripts to create a testing pipeline with automated context IDs for scenario testing.
- Leveraged GenAI playbook to enhance the flexibility and robustness of the AI-driven interactions.

Louisiana Department of Health CCAI   Aug 2023 – Oct 2023
- Integrated CMS with Firebase using Google Apps Script, automating the creation and updation of intent
- Employed webhooks to fetch responses from the database and created a multilingual agent in Dialogflow CX, improving response times by 15%.

UJET- ListenTrust CCAI   Sep 2022 – Mar 2023
- Integrated FedEx, Chase Paymentech, and Fosdick APIs through webhooks and SFTP for file transfer.
- Achieved a 80% reduction in support calls.

Quantiphi bot Aria   Jun 2022 – Aug 2022
- Developed a ReactJS chat widget and deployed Node.js scripts for tracking user history in Firebase. Enhanced user experience by 25% using ElasticSearch for real-time suggestions.

Walden University Digital Human Counseling   Sep 2021 – Nov 2021
- Collaborated on an AI-driven digital counseling solution with Dialogflow CX and Soul Machines, increasing session attendance by 20%.

New York State Department of Labor CCAI   May 2021 – Aug 2021
- Set up PostgreSQL to store chat history and integrated Verizon telephony with Dialogflow, improving data retrieval speed by 30%.
- Streamlined the scheduling of video calls using Google Calendar API, significantly improving efficiency, and managed email notifications via Nodemailer over SMTP server.

New York State Department of Health Waiting Room   Dec 2020 – Apr 2021
- Worked on Angular to design components of high demand and waiting time webpages.
- Part of the team developing the Node JS backend, integrating Redis caching, and setting up Firestore sync to CMS. Wrote cloud functions to sync Redis and Firestore, reducing wait times by 40%.

SKILLS & OTHER

Programming Languages: C++, JavaScript, Python
Frontend Technologies: React JS, Material UI, Websocket, Responsive Web Design, CSS frameworks (e.g., Bootstrap, Tailwind CSS)
Backend Technologies: Node JS(with frameworks like Express.js), Python (with frameworks like Django, Flask), GraphQL, JWT, Webhook, Serverless programming(e.g., AWS Lambda, Google Cloud Functions)
Databases: PostgreSQL, Redis, Firebase, Cloud Firestore, Bigquery
Cloud Services: GCP Cloud, AWS
AI & ML: Contact Center AI, Large Language Models, Generative AI (e.g., CNN, GAN, VAE), LangChain, TensorFlow, Hugging Face, NLP, Vertex AI
ML Models: Regression, SVM, KNN, Decision Tree, ANN

COURSES & CERTIFICATIONS

Customer Experiences With Contact Center AI
Virtual Agent Development In Dialogflow CX
Transformer Models And BERT Model
Encoder-Decoder Architecture
Introduction To Large Language Models
Introduction To Responsible AI