

Professional Summary

- Hands-on Experience in Dialogflow CX: Creating and designing the automated Chatbot, Training and Testing the Chatbot.
- Experience in GCP Platform Services like Google Cloud Shell, Bigquery, Cloud Storage/Bucket, Deployment in App Engine, Identity Access Management (IAM), Service accounts, Vertex Workbench.

Professional Experience

TEK Systems Global Services, Bangalore
Software Engineer and Quality Analyst

Google Cloud Skill Boost Badges: [go to profile](#)

I. Verizon CCAI Project:

- Experience in testing multiple use cases in the Dialogflow CX agent both in chat and wireless voice version to ensure the rigid quality of the Dialogflow agent.
- Experience in using CX Linter tool for the Dialogflow CX, which flags the inappropriate design practice made while designing the virtual agent.
- Worked on multiple automation scripts for the Dialogflow CX agent that handles several testing operations including Head intents and NLU testing.
- Experience in analyzing the transition flows and triggering the target page by passing specific parameters.
- Covered 100% transition coverage on the top 20 high traffic or highly visited pages in the Use cases.
- Showing more than 60% of overall transition coverage for each use case.
- Worked on creating the agents, pages, flows and intents using the python automation scripts in google colab & Jupyter Notebook.
- Worked on importing all the testcases from Dialogflow cx agent to DataFarnes, then to Bigquery using python script and SCRAPI API, also exported all the data to google data studio dashboard to visualize the summary of the imported data.
- Worked on exporting the tunned training phrases with system and custom entities from G-sheets to Dfcx agent.
- Worked on updating annotated training phrases to the existing intents in the dfcx virtual agent through Dataframes.
- Worked on Multiple Use cases in both wireless voice and chat agents to create a Full Regression Test Suite Dashboard in Google Data Studio.
- Created an Automated Chatbot/Virtual Agent using Dialogflow CX and used mind mapping tool called Mindomo.
- Gained a clear understanding of Contact Center AI foundations and Google Cloud Essential

Hands-on labs.

- Experience in Analyzing and Visualizing Data with Looker.
- Experience in Automation Interactions with Contact Center AI.
- Gained knowledge in understanding of Customer Experience with CCAI.
- Completed Conversational Design Fundamentals of CCAI.
- Gained knowledge in Virtual Agent Development in Dialogflow CX for Software Devs.

Technical Skills

- Languages: C, Python, SQL/MySQL, and java
- Web Technologies: HTML, CSS and Angular (Typescript)
- Google Cloud Platform: Bigquery, Cloud Storage, IAM & Service accounts, Vertex Workbench, App Engine
- Contact Center AI (CCAI): Dialogflow ES and Dialogflow CX
- Others: MS Excel, G-Sheets, Google Cloud SDK, GitHub/GitLab, Google Data Studio, Google Library API's.

Projects

- **Internal Project (HealthCare Bot):**
 - Done the end-to-end regression testing for the Healthcare Dialogflow bot and ensuring all the transition routes are covered.
 - Written an automation script to export all the testcases that we have created to G-sheet from the Bot.
 - Created a Full Regression Test Suite Dashboard in Google Data Studio that elaborates all the testing related information including the Total Transition Coverage of the Dialogflow Bot.
- **Internal Practice Initiative Project (Chatbot Frontend Framework):**
 - In this project, I developed a web page for logging in the user with username and password that navigates to the chatbot interface.
 - Optimized the UI of the Chatbot interface.
 - Worked on Download button that downloads all the conversation between the user and bot, also added one more option to download the chat between the user specified time interval.
 - Worked on the Speech-to-Text conversion audio button in the chat interface that uses Google's Speech API.
- **Predictive Modelling of Covid-19 and Pneumonia Detection**

Project Highlights:

 - The aim of the project was to create an automated Machine Learning Model to diagnose the presence of viruses in the human body using chest x-ray image.
 - In this project we have used an image classification model i.e., Convolutional Neural Network (CNN).
 - Here we have used four different models i.e., Inception, Xception, ReNet and VGG-16 to observe which model amongst the four gives more accurate results for our trained and

non-trained datasets.

- **An E-Commerce Automated Chatbot**

Project Highlights:

- The aim of the project was to create an automated chatbot that helps the customer to place, exchange or return an order.
- Created this Chatbot/Virtual Agent using an integrated platform called Dialogflow CX and used mind mapping tool called Mindomo.

Certifications

- **Certified by Google Cloud**
- For clearing the GCP Associate Cloud Engineer (ACE) certification on AUG 2022.
- **Google Cloud Skill Boost:** Completed Introduction and Fundamentals of Generative AI (Gen AI) and Introduction to Large Language Model (LLM)
- **Certified by JSpiders Training Institute**
- On Completion of Professional course in Core Java and SQL.
- **Certified by Coursera**
- On Completion of Programming for Everybody (Getting Started with Python) course.

Education

- **2021-BE-CSE**
College: Sri Siddhartha Institute of Technology, Tumkur.
University: Sri Siddhartha Academy of Higher Education (Deemed)