Sharat Gangadharan
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7.5 years of experience in Artificial Intelligence and Chatbots.

PROFILE BRIEF _____

Microsoft Certified AI Engineer with 8 years of experience in IT, providing customers AI Virtual Assistants using Azure Bot Framework.

➔ **Extensive** experience in design and development of chatbots using **C#, Bot Framework, LUIS(Language Understanding Intelligence Service), QnA Maker and Dispatch Model.**

➔ **Hands on experience in Python-based applications using LangChain for language model integration, along with FastAPI and Flash to create efficient and scalable solutions**

➔ Adept in end-to-end development of Chatbots from Designing to deployment with experience in azure services like:

- Microsoft Vision API, Translator text API
- Azure Monitor and logs
- Azure functions, Logic Apps, Power Automate
- QnA Maker Knowledge Base
- LUIS Intents and Entities
- Azure Devops
- ChatGPT Open AI API Integration
- Prompt Engineering with RAG model
- LLM models using Langchain

➔ Worked on several chatbots – Skill Bot (Provides Data on Employee Skills), Darwin (Helpdesk for an Internal Site for Trianz called Trasers), QuoteBot (Chatbot Demo for insurance Clients), DeltaBot (Used by employees to query everyday queries in Trianz like timesheet etc), LuQ Bot for Lundbeck client. Darwin and Deltabot are deployed internally for Trianz.

➔ Expanded bot with Chatgpt OpenAI API using Prompt Engineering. Working on Langchain and Autogen.

➔ Excellent exposure in interacting with clients.

➔ Strong problem solving and technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction within the committed time frames.

CAREER CONTOUR_____

Aug 2016 – Till Date	*Senior Software Engineer*	*Trianz Holdings pvt. Ltd.*

DETAILS OF THE PROJECTS UNDERTAKEN_____

Project   : **Conversational AI(Chatbots)**
Duration   : Nov 2016 - Oct 2017, June 2018-Till Date
Client   : Multiple Client Demos, Two internally deployed bots for Trianz, Lundbeck

Chatbot   : Quote Bot
Description : Added services like Vision API for image recognition, text translator API for multilingual support, integration with services like SFDC (Salesforce), and waterfall dialog approach.

Chatbot   : LuQ Bot
Description : LuQ Bot was developed for Lundbeck. It includes language translation to French as it was expanded to Canada for their French employees.

Responsibilities :
- Created demos which were presented to multiple clients with integration to SFDC (SalesForce Dot Com) showcasing transactional capabilities of chatbot.
- Microsoft Vision API to detect image sent to bot, Translator text API for Multilingual support
- Worked on Application Insights to maintain logs using Kusto query Language.
- Maintaining QnA Maker Knowledge base.

- Creating Intents and Entities in LUIS as well as training bot according to requirement.
- Integrating Oauthorization flow for bot using MSgraph(Oauth)
- Created LuQ brain using Qliksense. Visual representation of knowledge base.

Project : **Python Code Refactoring for NetApp**
Duration : Nov 2017 - May 2018
Client : **Netapp**
Environment : SANtricity storage Manager, Pycharm, Gitlab, Jenkins, VED
Description : NetApp, Inc. is a hybrid cloud data services and data management company.
The project was to refactor code from AWS(Action Word Script) to Python. Extensively wrote library and scripts in Pycharm for NetApp Storage System.

Responsibilities :
- Created the Low Level Design and Unit Test Plan for the project
- Involved in the design, requirement and peer review meetings.
- Developed python libraries and Fixtures for Netapp storage system.
- Converted Action word script (AWS) to python script.
- Resolved Issues associated with Gitlab Workflow

ACADEMIC CREDENTIALS

2016 : **B. E.** in Computer Science from CMR Institute of Technology, Bengaluru
under Visvesvaraya Technological University with 67.11%
2012 : 12th grade **(XII)** from Vishwa Bharti Public School, Delhi under CBSE Board with 77%
2010 : 10th grade **(X)** from Vandana International School, Delhi under CBSE board with CGPA 7.8

ACCOMPLISHMENTS

- Delivery Excellence Award for outstanding and innovative offering in delivering technology innovation – Chatbot Jan 2018
- Featured in "U Inspire US" Trianz Magazine for Innovation Idea Chatbot. Part of the Excellence Club.
- Everyday Excellence Award for successful development of Bot, single handedly.

Certifications

- Microsoft Certified: Azure AI Fundamentals (2024)

Skills

Languages : .Net, C, C++, JavaScript, HTML, CSS, C#, Python
Source Control Systems: Git
Databases: SQL, Neo4j
Cloud Computing platforms: Azure
Development tools: Visual Studio, Bot Framework v3 to v4, PyCharm, Qliksense, MVC Framework, Langchain, RAG Architecture, Autogen,
Cognitive Services: LUIS (Language Understanding Intelligence Service), QnA Maker
Azure Services: Azure Text Translator API, Microsoft Vision API, Azure Functions, Application Insights, Azure Data Factory, Azure SQL Databases, Logic apps, Bot Composer

DECLARATION

I hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.
DATE:

(Sharat Gangadharan)