

Mohd sohail khan

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Professional Synopsis

- Over 4 years of experience in Developing chat-Bots and Web-based applications. ● Expertise in Chatbots development, training using AI & ML, Fine Tuning and testing. ● Experience on building products in various domains like ITSM, HR, HealthCare, Claims, and E-Commerce .
- Analysis of the Functional Requirement specification document.
- Skills in Functional Testing.
- Strong analytical, problem solving & organizational abilities.
- Very flexible, committed, adaptable and fast learner of new technologies.
- Coordination with onsite/Clients with conference calls.

Technical Skills

Development Skills	Kore Chatbot Platform, BotKit(third party stand alone node application), WebSDK, REST APIs, Node JS, javascript, Kore platform's Assist products. Automation using Node JS.
Domain Knowledge	Bots Platform, Banking, Retail, Claims, IT, HR, web scraping and Insurance
Databases	MongoDB, SQL
Test Management Tools	Postman (rest API automation tool)
Defect tracking Tools	JIRA
Programming Languages	C, Node JS, JavaScript, SQL, Basics of Python, CSS, HTML
Configuration Management	Git

Academic Qualifications

- BTech in CSE – 2020, AAR Mahaveer Engineering, JNTUH
- Intermediate-2016, O.S Junior College

- SSC-2014, Little birds mission high school

Project Name	Genpact conversation stem for complete organisation
Organization	Genpact
Technologies Used	Kore Chatbot Platform, IT Assist, Smart Assist, search assist, WebSDK, Javascript, Git, Widgets, ServiceNow, Azure AWS, mulesoft
Duration	2024 - Present
Role	Senior Software Engineer
Project Description	<p>The purpose of this bot is to help the employees in Genpact I Organization and help them with everything related to IT, Finance. Legal, Global mobility, Infosec, eventplanner and handler related actions and queries. Also all Genpact queries of the employees.</p> <p>The actions that can be performed were searching for employee queries from the vast database of Genpact's available automation or faqs, URLs, databases, dockers, and many other places. The bot consists of AI training such that it can fetch information from every nook and crannies of the data sources provided.</p> <p>Role:</p> <ol style="list-style-type: none"> 1. Interacted with the multiple teams on requirement scoping and identifying high priority for implementation.

	<ol style="list-style-type: none"> 2. WebSDK Integration 3. Developed the chatbot in WebSDK and deployed on azure server. 4. Gained experience in widgets 5. NLP/ML based training. 6. Deployed Botkit for services which can not be handled in the bot and asynchronous APIs and handling data bases.
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Responsibilities	<ul style="list-style-type: none"> ● Enabled bots on WebSDK, ms teams for conversation. ● Provide Natural Language support to converse with the bots ● Supporting stakeholders on Kore Bot development. ● Work with the team closely on any new features or enhancements. ● Actively participated in project status meetings and enhancement meetings. ● Worked on time-demanding requirements.
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Project Name	Eli Lilly
Organization	Kore.ai
Technologies Used	Kore Chatbot Platform, IT Assist, Smart Assist, search assist, WebSDK, Javascript, Git, Widgets, ServiceNow
Duration	2023 - 2024
Role	Software Engineer
Project Description	<p>The purpose of this bot is to help the employees in Eli Lilly I Organization and help them with multiple IT related actions and queries and also general queries of the employees.</p> <p>The actions that can be performed were searching for employee queries from the vast database of Eli Lilly servers, URLs, databases, dockers, and many other places. The bot consists of AI training such that it can fetch information from every nook and crannies of the data sources provided.</p> <p>Role:</p> <ol style="list-style-type: none"> 1. Interacted with the clients on requirement scoping and identifying high priority for implementation.

	<ol style="list-style-type: none"> 2. WebSDK Integration 3. Developed the chatbot in WebSDK 4. Gained experience in widgets 5. NLP/ML based training.
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Responsibilities	<ul style="list-style-type: none"> ● Enabled bots on WebSDK, ms teams, voice and Slack Channels for conversation. ● Provide Natural Language support to converse with the bots ● Supporting clients on Kore Bot development. ● Work with the team closely on any new features or enhancements. ● Actively participated in project status meetings and enhancement meetings. ● Worked on time-demanding requirements.
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Project Name	eBay Virtual Assistant
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Organization	Kore.ai
Technologies Used	Kore Chatbot Platform, BotKit, WebSDK, REST APIs, Node JS, Javascript, Git

Duration	2020-21
Role	Associate Software Engineer
Project Description	<p>The purpose of this chatbot is to create a seamless experience for E-commerce customers and their branches available in various countries. This chatbot was developed as a POC for eBay Australia.</p> <p>Role:</p> <ol style="list-style-type: none"> 1. Requirement understanding 2. Development of chatbot using Smartbot feature and integration of SMTP email service 3. NLP/ML trained 4. Integrated the chatbot with WebSDK and Facebook

Responsibilities ● Enable bots on communications channels like WebSDK Provide Natural Language support to converse with the bots.

- Trained people on Kore Bot development.
 - Work with the team closely on any new features or enhancements.
 - Actively participated in project status meetings and enhancement meetings.
- Worked on time-demanding requirements.

Project Name	ITSM
Organization	Kore.ai
Technologies Used	Kore Chatbot Platform, BotKit, WebSDK, REST APIs, Node JS, Javascript, Git, Redis, MailModule
Duration	2020-2024
Role	Software Engineer

Project Description	<p>The purpose of this bot is to know the status of their invoice and PO, Remittance details. This chatbot is developed in 4 different languages like English, Dutch, German and French.</p> <p>Role:</p> <ol style="list-style-type: none"> 1. Requirement understanding. 2. Development of chatbot in different languages and integration of mailmodule. 3. NLP/ML trained in different languages. 4. Developed in WebSDK
Responsibilities	<ul style="list-style-type: none"> ● Enabled bots on communications channel in WebSDK <ul style="list-style-type: none"> ● Provide Natural Language support to converse with the bots(Multilingual- Dutch, english, german, french). ● Trained people on Kore Bot development.

	<ul style="list-style-type: none"> ● Work with the team closely on any new features or enhancements. ● Actively participated in project status meetings and enhancement meetings. ● Worked on time-demanding requirements.
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Project Name	Builder Bot
Organization	Kore.ai
Technologies Used	Kore Chatbot Platform, BotKit, WebSDK, Javascript, NodeJs, NL/ML, Slack
Duration	2020-2024
Role	Software Engineer

Project Description	<p>The purpose of this chatbot is to assist Verizon media employees with related tasks like file ticket in ServiceNow, reset password for Okta and other environments, to assist in responses for the queries related to ITSM through a rich KG engine which consist of 1200 faqs from different fields and timely reminders for approval to relevant stakeholders.</p> <p>Role:</p> <ul style="list-style-type: none"> Interacted with the clients on requirement scoping and identifying high priority for implementation. Gained experience on Slack Integration. Developed the chatbot in Slack. Gained experience in writing logics that the platform doesn't support. NLP/ML based training.
Responsibilities	<ul style="list-style-type: none"> ● Enabled bots on various communications channels like Slack and WebSDK ● Provide Natural Language support to converse with the bots ● Trained people on Kore Bot development. ● Work with the team closely on any new features or enhancements. ● Actively participated in project status meetings and enhancement meetings. ● Worked on time-demanding requirements.

Project Name	Otsuka Assistant
Organization	Kore.ai

Technologies Used	Kore Chatbot Platform, BotKit, JavaScript, NodeJs, HTML, CSS, Widgets, WebSDK
Duration	2021 - 2023
Role	Software Engineer

Project Description	<p>The purpose of this chatbot is related to HR and IT. On the bottom right customer will find that chat icon where he/she can interact with the bot. Widgets are also developed.</p> <p>Role:</p> <ol style="list-style-type: none"> 1. Interacted with the clients on requirement scoping and identifying high priority for implementation. 2. Gained experience on Widgets that kore.ai supports. 3. Developed the chatbot in CCH Website 4. Gained experience in writing logics that the platform doesn't support. 5. NLP/ML based training. Gained Knowledge in bot training
Responsibilities	<ul style="list-style-type: none"> • Enabled bots on various communications channels like MSTEams and WebSDK • Provide Natural Language support to converse with the bots • Trained people on Kore Bot development. • Work with the team closely on any new features or enhancements. • Actively participated in project status meetings and enhancement meetings. • Worked on time-demanding requirements.

Project Name	Cigna Legal
Organization	Kore.ai

Technologies Used	Kore Chatbot Platform, WebSDK, Javascript, Git, Widgets, ServiceNow
Duration	2021 - 2024
Role	Software Engineer

Project

Description The purpose of this bot is to help the employee in Cigna Legal

Organisation to find the Subject matter expert for Legal topics through an extensive variety of 3000 SMEs and respond to their general queries regarding the legal matters. The bot is designed in a way that it can extract the SME from the user utterances and process it with great accuracy. The bot also consists of 500 FAQs as well which are helpful in the matter.

Role:

1. Interacted with the clients on requirement scoping and identifying high priority for implementation.

	6. WebSDK Integration 7. Developed the chatbot in WebSDK 8. Gained experience in widgets 9. NLP/ML based training.
Responsibilities	<ul style="list-style-type: none"> ● Enabled bots on WebSDK Channels for converse. ● Provide Natural Language support to converse with the bots ● Supporting clients on Kore Bot development. ● Work with the team closely on any new features or enhancements. ● Actively participated in project status meetings and enhancement meetings. ● Worked on time-demanding requirements.