Mohd Sohail Khan

Software Engineer | AI Chatbot Specialist

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# Career Summary

Innovative Software Engineer with 5+ years' experience specializing in the design, training, and deployment of enterprise-grade AI chatbots and web solutions. Skilled at transforming complex requirements into robust, scalable, and user-centric products for ITSM, HR, Healthcare, Claims, and E-Commerce domains. Renowned for combining technical mastery with business sense, collaborating effortlessly with cross-functional teams to deliver impactful solutions on tight, dynamic timelines.

# TECHNICAL SKILLS

* AI Chatbot Development (Kore.ai – both XO10 and XO11, BotKit, WebSDK)
* GenAI, RAG
* Node.js, JavaScript, SQL, HTML, CSS, Python
* Automation, API Design & Integration
* Multilingual/NLP/ML Model Tuning
* REST APIs, MongoDB, SQL
* Widget/Plugin/Module Integration
* Cloud Hosting (Azure, AWS), ServiceNow integration
* Functional & Automation Testing (Postman, JIRA)
* Project Management & Client Collaboration
* Agile & Cross-Functional Teamwork

# Professional Experience

## **SENIOR SOFTWARE ENGINEER**

## **Genpact | 2024 – Present**

## Led the architecture and implementation of an AI-driven conversational platform for 10,000+ Genpact employees, supporting IT, finance, legal, global mobility, infosec, and event management.

## Developed intelligent chatbots using Kore.ai, WebSDK, and custom widgets to link databases, dockers, and cloud sources, enabling natural language query handling and automation.

## Built and deployed chatbot solutions on Azure, integrating advanced widgets and asynchronous APIs to extend platform flexibility.

## Collaborated with multiple internal and client teams for requirement scoping, feature discovery, and iterative enhancements.

## Led NLP/ML-based bot training for high-accuracy query resolution across all Genpact data streams.

## **SOFTWARE ENGINEER**

## **Kore.ai | 2020 – 2024**

## **Eli Lilly (2023–2024)**

## Built and deployed an AI chatbot for IT actions, FAQs, and general queries, integrated with MS Teams, Slack, WebSDK, and voice.

## Translated client requirements into robust, scalable architecture; delivered solutions for real-time information retrieval across complex data environments.

## Provided hands-on NLP/ML model training, supporting multilingual user environments.

## **eBay Virtual Assistant (2020–2021)**

## Built a multilingual virtual assistant as a POC for eBay Australia, integrating Smartbot features, SMTP-based email notification, and WebSDK/Facebook deployment.

## Improved customer support experience for e-commerce clients in multiple countries.

## **ITSM Multilingual Bot (2020–2024)**

## Automated finance-related queries (invoices, POs, remittance) with chatbot flows delivered in English, Dutch, German, and French.

## Developed mail integration modules; enabled broad user accessibility via language-agnostic NLP models.

## **Builder Bot – Verizon Media (2020–2024)**

## Developed a Slack-based ITSM assistant integrated with ServiceNow for ticketing, Okta password resets, and automated KG-driven responses (1,200+ FAQs).

## **Otsuka Assistant (2021–2023)**

## Delivered HR & IT chatbots and custom widgets for the company website and Teams channels.

## Trained the bot with advanced NLP for HR and IT scenarios.

## **Cigna Legal SME Finder (2021–2024)**

## Engineered a legal support chatbot handling 3,000+ SME lookups and 500+ legal FAQs, extracting expert information from user input with precision.

# MAJOR RESPONSIBILITIES:

## Designed, developed, trained, and deployed AI chatbot solutions end-to-end, bridging the gap between business needs and technical execution.

## Hands-on integration with APIs, databases, cloud platforms, and widgets.

## Drove user training, functional testing, and stakeholder management across global project teams.

## Led iterative enhancements, solved urgent production issues, and ensured continuous improvement.

# ADDITIONAL STRENGTHS

* Analytical thinking and creative problem-solving
* Fast learner with strong adaptability
* Cross-team communication and leadership
* Multilingual chatbot expertise
* High performance under deadlines

# INTERESTS

* Writing fiction and short stories
* Exploring photography
* Learning languages
* Yoga and mindfulness

# Education

* Bachelor of technology, Computer Science & Engineering (2020)  
  AAR Mahaveer Engineering College, JNTUH
* Intermediate / +2 (Science) (2016)  
  O.S Junior College
* SSC (10th) (2014)  
  Little Birds Mission High School

# REFERENCES

* Available upon request