Varun K H

H.No: #817/2, 17th 'F' main,

Rajajinagar 5th block,

Bangalore – 560010.

✉ : varun.kh16@gmail.com

☎ : +91 - 9591896176

Software Engineer with **2** years of experience working with **Chatbot's and NLP**. Currently working for Larsen and Toubro Infotech as a backend developer.

Focused and detail-oriented Software Engineer with exceptional technical and analytical coding skills in Java and Node JS.

Experience Summary

- Having 2 years of experience in enterprise application development.
- Involved in development of applications using Java, J2EE and Node JS.
- Good knowledge on databases Oracle 11 g and MySQL
- Work experience with AI and Cognitive solutions such as Chabot's and NLP
- Exposure to AI enablement frameworks such as Google Dialog flow, IBM Watson, Amazon LEX and Kore AI
- Passionate about technology, solutions and processes automation
- Excellent communication, interpersonal, analytical skills and strong ability to perform as part of a team.
- Willingness to work overtime to get the job done.

Skills Summary

Programming Languages	Java, Node JS
Operating System	Windows, CentOS
Tools / DB / Packages / Framework / ERP Components	Java, J2EE, NPM Oracle, MySQL Tomcat, Apache, Express 4 Google Dialog flow, IBM Watson, Amazon LEX, Kore AI JavaScript, JQuery
Hardware Platforms	Intel Series

Educational Qualification

- Bachelor degree in Computer Science (B.E) in 2013
- Master's degree (M. Tech) in Software Engineering in 2016

Work Experience

Project 1			
Project Name	**HR Bot for trainee soft-skills evaluation**	**Team Size**	2
Start Date	Sept 2018	**End Date**	Till Date
Project Description	Diginius Voyager is a program started by the HR Department of a Multinational Company. The program gives emphasis on making digital transformation for the employee's benefits. As a part of this program a facebook at work bot was initiated with an intention of facilitating the Trainee's to have their soft-skill evaluation online as a part of chat conversation.		
Role & Contribution	- Requirement gathering from client and prepare architecture diagram based on that - Creating services to gather user information and also creating Carousels on the chat window. - Creating a DB schema to hold the user-info, evaluation details and the question bank. - Creating the required intents and entities on Dialogflow. - Preparing the processor login for the requirements discussed with the client.		
Technology & Tools	Node JS / NPM 6, Dialogflow, MySQL		

Project 2			
Project Name	**QT Bot for a construction company**	**Team Size**	3
Start Date	June 2018	**End Date**	August 2018
Project Description	QT is a facebook based FAQ bot created for L&T construction field employees. QT had over 1500 questions and the target audience were field employees engaged in construction activities. In case one wants to know any technical question related to construction, they can choose corresponding layer and then ask their query. If question is out of scope, a mail is triggered to support team, which will respond to user with relevant solution.		
Role & Contribution	- Understand existing system architecture and document integration points for the conversation agent - Implementation of the chatbot using framework, in the client environment - Requirement gathering from client and prepare architecture diagram based on that		

	▪ Creating utility to upload entities, intent and resolution based on requirement ▪ End to end application development and integration with related services		
Technology & Tools	Node JS / NPM 6, Dialogflow		

Project 3			
Project Name	**IT incident creation bot for a petroleum company**	**Team Size**	3
Start Date	February 2018	**End Date**	May 2018
Project Description	HPSM is the organizations primary system for IT incident creation based on description and urgency. The initiative is to replace this from based system to a conversation based cognitive system which creates the incident to associates all over the world		
Role & Contribution	▪ Understand existing system architecture and document integration points for the conversation agent ▪ Implementation of the chatbot using framework, in the client environment ▪ Demo the bot persona and conversation styles to the customer and take feedback ▪ Design modules to categorize the user issue based on the categories present in the client HPSM service ▪ Oversee implementation of conversation in Api.AI and integrate them in the user experience		
Technology & Tools	Node JS / NPM 6, Java 1.8, Dialogflow, HPSM		

Project 4			
Project Name	**Sales reporting bot for a music company**	**Team Size**	6
Start Date	August 2017	**End Date**	Nov 2017
Project Description	Global Sales Reporting is the organizations primary sales reporting system for reporting sales of Artists and labels based on region and time range. The initiative is to replace this from based system to a conversation based cognitive system which reports the sales to associates all over the world		
Role & Contribution	▪ Understand existing system architecture and document integration points for the conversation agent ▪ Implementation of the chatbot using framework, in the client environment ▪ Demo the bot persona and conversation styles to the customer and take feedback ▪ Design modules to integrate with existing Oracle services to fetch sales related data based on parameters passed		

	▪ Oversee implementation of conversation in Amazon Lex and integrate them in the user experience
Technology & Tools	Node JS 6 / NPM, Amazon Lex, Oracle 12c, SUSE Linux

Project 5			
Project Name	**Bot for guiding the employees on the company policies**	**Team Size**	2
Start Date	June 2017	**End Date**	July 2017
Project Description	The Bot is to provide the users who are the employees of the organization with answers on how to proceed with the project when faced with circumstances. It is a conversational Bot which will guide the user by providing the companies policies or specific instructions under those circumstances.		
Role & Contribution	▪ Client discussions and understanding expectations from the intended solution ▪ Building a solution architecture using the framework ▪ Build bot personas, and conversation styles and demo multiple options to the customer ▪ Oversee solution implementation and deployment to client environment ▪ Conversations monitoring and course correction for scenarios which are failing		
Technology & Tools	Node JS / NPM 6, Dialogflow		

Project 6			
Project Name	**Beauty care bot for a leading name in the eye care industry**	**Team Size**	4
Start Date	February 2017	**End Date**	May 2017
Project Description	The Chatbot implementation on the brand website helps users get step by step answers to their beauty and skin care related questions. The bot on the website has helped in increasing customer engagement and added to the brand experience. Implemented as a pilot the bot, is already showing results in terms on increase of usage, and reduction in number of calls to the service center.		
Role & Contribution	▪ Client discussions and understanding expectations from the intended solution ▪ Building a solution architecture using the framework ▪ Build bot personas, and conversation styles and demo multiple options to the customer ▪ Oversee solution implementation and deployment to client environment		

	▪ Conversations monitoring and course correction for scenarios which are failing ▪ Design reports which gives the customer insights into bot usage, journeys completion percentages, failing scenarios, feedback and general sentiments
Technology & Tools	Node JS / NPM 6, Dialogflow

Internal Projects

Internal Project 1			
Project Name	**Utility for Dialogflow**		
Start Date	Dec 2016	**End Date**	Jan 2017
Project Description	A Node JS utility to create, export, update and train intents on the Dialogflow agent. This utility uses version 1 API's to create the intents and uses version 2 API's to export, update and train the agent.		
Role & Contribution	▪ I had created an Excel template with the data required to create an intent. ▪ I had coded a Node JS utility which will read the data from the Excel file and create a JSON intent object. ▪ The created intent object is then fired to Dialog flow using version 1 API, which will create an intent. ▪ The export utility uses version 2 API which will download the agent ZIP and populate the data into an excel sheet. ▪ The update utility will update the intent with new utterances and finally train the agent, which also uses version 2 API's.		
Technology & Tools	Node JS / NPM 6, Dialogflow		

Internal Project 2			
Project Name	**Self-Learning Utility**	**Team Size**	3
Start Date	December 2017	**End Date**	Jan 2018
Project Description	Self-Learning utility is a Java utility designed to capture the failed utterances from the messages collection table in database, classify the utterance based on the trained python model. The top 5 intents are displayed on the portal for the user to choose to add the utterance to.		
Role & Contribution	▪ I had coded the part of the Java utility to add the utterance to the intent, which the user has chosen. ▪ I was also responsible in coding the part of Java code where the user provides the value and synonym which needs to be updated to the selected entity. ▪ I have also taken part in the coding of the portal UI code and finalizing the code.		

	▪ The overall integration of the portal code, the python model training Java code and the code which suggests the user with the failed utterance and the top 5 most favorable intents for the utterance.
Technology & Tools	Java 1.8, Python, Dialogflow, MySQL

Internal Project 3			
Project Name	**Automated Content Tagging for an American Multinational Mass Media**	**Team Size**	3
Start Date	August 2018	**End Date**	Sept 2018
Project Description	Automated Content Tagging Dashboard is a Java Utility to identify the different elements which appear in the video. The elements identified from the video are artists, objects, emotions and explicit content. The elements identified will be displayed on the dashboard as tags with timeline.		
Role & Contribution	▪ I was responsible to develop all the backend services for this spring boot application. ▪ I developed a video upload service with callback, the upload service uploads the video to Vallossa using Vallossa API's ▪ The callback service gets the callback on the successful completion of the video analysis from Vallossa. Based on the status of the video, we make another API call to get the results of the analyzed video. ▪ I also have developed a service which will create a JSON object and will pass it to the UI where it will be visualized on the dashboard. ▪ I have created a Polling service which will get all the "In Progress" videos from database and check the status on Vallossa. If the status is "finished", an API call is made and the result is dumped into the database. ▪ We have used MyBatis as an ORM to make transactions with the database.		
Technology & Tools	Java 1.8, Spring, Mybatis, Vallossa, MySQL		

Paper Published

- A technical paper "A Uniform Framework for Cloud Computing using AES and k-NN Classifier" presented at an International Conference(ICCSTAR) held at City Engineering College, Doddakallasandra, Bengaluru – 62, has been published in Volume 4, May 2016, Special Issue-3 of the IJCSE journal with E-ISSN: 2347-2693.

Extra-Curricular Activities

- Have worked as a Java Intern at Bits to Bytes Software Solutions for a duration of six months.

- Have a working experience of one year as a Lecturer of Computer Science at Sheshadripuram First Grade College.
- Won Silver Medal twice in college level Basketball competition.
- Won Medals at intercollege level competitions.

SUMMARY

Willing to work in challenging environment which allow exploring things for organizational as well as personal growth.

I hereby certify that all the information provided here is correct to the best of my knowledge and belief and I promise to abide by all the norms laid down by your esteemed organization.

Date: 16-September-2018   **Varun K H**