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Over the course of 10+ Years, I've had the privilege of flourishing within a dynamic global landscape, where I've made significant individual contributions to the field of enterprise applications. Throughout my professional journey, I've taken on the responsibility for the entire lifecycle of module development, guiding projects from their inception to successful completion.

Innovative problem-solving is deeply ingrained in my professional DNA, and I take great pride in devising creative solutions that have delivered tangible benefits to businesses.

My expertise extends well beyond module development. I have a robust history of creating applications from the ground up, revitalizing existing ones, automating complex processes, and simplifying intricate tasks and data into user-friendly experiences. As a full-stack developer, my primary mission is to faithfully translate design concepts into fully functional interfaces. Utilizing a toolkit that encompasses Python, NodeJS, HTML, CSS, and JavaScript, I place a strong emphasis on delivering interfaces that not only operate flawlessly but also offer an outstanding user experience.

What truly sets me apart is my profound expertise in the analytics domain and in the field of automation. These skills, combined with my unwavering dedication to excellence, position me as an invaluable asset in any undertaking I engage in.

Key Expertise

Python Scripting, NodeJS, Shell Scripting, HTML5, CSS, jQuery, JavaScript, D3, Echarts, HighCharts, MongoDB, MsSQL, MySQL, SQLite, Redis, Elasticsearch, PostgreSQL, BigQuery, Datastore, Apache2, Nginx, IIS, Tomcat, Cloud Function, App Engine, Dialogflow ES, Dialogflow CX, Apache Benchmark, Valgrind, Spark, Hadoop, Kafka, Angular, Dockers, Kubernetes, Cognos 11, Power BI, Looker, SSL, Iptables, VPN, Firewall, DNS, Forward Proxy and Reverse Proxy, Mail Servers, Payment Gateways, Nagios, CCAI, Logstash, Kibana, HA proxy, Rasa, Monit, Linux

OS customization, electron, React, IOT, flutterflow, Text to Speech, Speech to Text, DOC AI, Lex, Web Scraping, Google Workspace suits API, Avaya CPaaS, Beanstalk, Google pub/sub, EC2.

Cloud Infrastructure

Google cloud, AWS, Azure, Rackspace, DigitalOcean

Timelines



Work Experience

Searce | Bengaluru, Karnataka

October 2021 – Present | Currently serving as Associate Manager Applied AI

Responsible for the design and development of end-to-end customer solutions. Lead the technical team's endeavor to develop futuristic applications.

- Proficient in server-side scripting languages, with a strong command of Python and NodeJS.
- Skilled in front-end technologies, adeptly working with HTML, CSS, and JavaScript to create compelling user interfaces.
- Extensive experience in handling various databases, including MySQL, PostgreSQL, SQLite, MongoDB, and BigQuery, ensuring seamless data management.
- Demonstrated ability to deploy and manage server environments for web applications, prioritizing high availability and scalability for optimal performance.
- Possess a deep expertise in software design, development, and implementation, consistently delivering scalable and efficient solutions.
- Proven leadership skills in guiding and mentoring software engineers, effectively leading a cohesive team to achieve project success.
- Track record of successfully delivering high-quality software products on time and within budget, consistently exceeding client expectations.
- Led architectural discussions, making critical technical decisions that fostered innovation and significantly improved system performance.
- Highly skilled in problem-solving and debugging, with a history of quickly identifying and resolving complex technical issues.

- Proficient in identifying and addressing server performance bottlenecks, optimizing server configurations for enhanced efficiency.
- Successfully leading the CCAI and Gen AI delivery practice.
- Mentoring a team of 12 professionals.
- Expert in creating comprehensive scope of work documents, thoroughly evaluating and addressing customer requirements.
- Valuable experience in Presales for Document AI, CCAI, Chatbot, and Gen AI solutioning, showcasing strong client engagement and solution expertise.
- Independently driven projects from discovery to delivery, demonstrating a self-motivated and proactive approach to project management.
- Proficiently worked with cloud service providers like GCP and AWS, leveraging their capabilities for robust and scalable solutions.
- Well-versed in Machine Learning Services in GCP and AWS, including Doc AI, Vertex AI, Video Intelligence, Kendra, Textract, Dialogflow, LEX, and others.
- Skilled in integrating with multiple external REST APIs, facilitating seamless communication and data exchange with external systems.

Accenture | Mumbai, Maharashtra

August 2017 – October 2021 | Last served as Advanced App Engineering Specialist

Have expertise in dealing with visualization and analyzing content, cleaning the data with the ETL process. Here I have been working on multiple data analytics and data science projects. My profile includes the activities below.

- Proficiently install, configure, and maintain web servers such as Apache, Nginx, and IIS.
- Exhibit strong expertise in server-side scripting with a focus on Python.
- Lead and oversee the design, development, and implementation of top-notch software solutions, ensuring compliance with coding standards and best practices.
- Collaborate seamlessly with cross-functional teams, including product managers, designers, and engineers, to define project requirements and deliver robust software solutions.
- Offer technical leadership and mentorship to junior engineers, conducting thorough code reviews and providing guidance on software development best practices.
- Architect and execute scalable and efficient software systems, leveraging cutting-edge frameworks and technologies.
- Conduct rigorous testing and debugging of software components to resolve performance and functionality issues and deliver high-quality results.
- Troubleshoot and resolve web server-related challenges with skill and expertise.

- Demonstrate proficiency in server deployment and scalability strategies.
- Possess sound knowledge of front-end technologies, encompassing HTML, CSS, and JavaScript.
- Effectively handle databases like MySQL, PostgreSQL, SQLite, MongoDB, and MS SQL.
- Deploy and manage server environments for web applications, ensuring exceptional availability and scalability.
- Identify and resolve server performance bottlenecks while optimizing server configurations for peak efficiency.
- Utilize RASA, an open-source platform, to build a chatbot for “mysolution planner”.
- Customize Visualization widgets for power BI to enhance data presentation and analysis.
- Exhibit exceptional people management skills by effectively leading and guiding a team of 5 professionals.
- Work adeptly with leading cloud service providers like Azure and AWS to leverage their capabilities for advanced solutions.

Office Efficiency India Pvt Ltd (OEIPL) | Mumbai, Maharashtra

February 2013 – August 2017 | Last served as Team Leader / Application Consultant

Responsible for planning, executing, and managing the integration of new applications into the existing system throughout the enterprise and customers.

- Proficiently installed, configured, and maintained web servers, including Apache, Nginx, and IIS.
- Demonstrated expertise in server-side scripting languages, specifically PHP and Python.
- Actively participated in the entire software development lifecycle, from requirements gathering to design, coding, testing, and deployment.
- Assisted in designing and implementing software solutions while ensuring compliance with coding standards and best practices.
- Contributed to the development of new features and enhancements for existing software applications.
- Conducted thorough testing and debugging to identify and resolve defects and issues.
- Effectively documented software functionality, specifications, and processes to facilitate future development and maintenance.
- Proficient in server administration, security, and performance optimization.
- Monitored server performance, resource usage, and network connectivity.
- Troubleshoot and resolve web server-related issues.
- Familiar with server deployment and scalability principles.

- Knowledgeable in Linux-based systems, including Ubuntu, CentOS, Debian, OpenSUSE, and Redhat.
- Utilized shell scripting for automation and customization purposes.
- Familiarity with system configuration, package management, and user management.
- Skilled in customizing Linux-based operating systems.
- Proficient in front-end technologies such as HTML, CSS, and JavaScript.
- Worked with databases like MySQL, PostgreSQL, and SQLite.
- Successfully deployed and managed server environments for web applications, ensuring high availability and scalability.
- Implemented server security measures, including firewalls, SSL certificates, and access controls.
- Identified and resolved server performance bottlenecks while optimizing server configurations.
- Implemented load balancing and caching techniques to enhance server performance.
- Involved in the development of a company product, “SafeSquid”, focusing on web content security.
- Proficient in Reverse proxy and Forward Proxy setup.
- Stayed up-to-date with emerging technologies and software development trends, actively contributing to team process improvement.
- Demonstrated a strong commitment to continuous learning and enhancing technical skills through self-study and professional development opportunities.
- Exhibit exceptional people management skills by effectively leading and guiding a team of 7 professionals.

Projects i have worked on

Chatbots and CCAI Solutions

[Source | Dialogflow ES, Dialogflow CX, Avaya, NodeJS](#)

A chatbot is an automated system that simulates dialogue with human users, generally using text messages, voice commands, or both. The CCAI (Contact Centre AI) solution, created by Google Cloud, employs machine learning (ML) and artificial intelligence (AI) technology to improve contact center operations. Customer interaction automation, call routing to the proper agent, and real-time agent support are all capabilities of CCAI. Building chatbots and conversational interfaces is made possible by Dialogflow, a conversational AI platform created by Google Cloud. Natural language processing (NLP) features offered by Dialogflow allow chatbots to comprehend user input and respond to it in a conversational manner. A strong chatbot solution for contact centers can be produced by combining Dialogflow and CCAI. The chatbot can have a natural dialogue with customers, and CCAI can use machine learning to automate customer interactions and direct calls to the right employee. The chatbot can be taught to respond to frequently asked inquiries and aid agents in-the-middle of client conversations. Overall, by offering prompt,

accurate, and individualized service, Dialogflow with CCAI may boost contact center operations and the customer experience.

Some initiative as a practice lead for CCAI and chatbots for the organization.

- **Booking flight tickets via Whatsapp**

[ValueFirst](#), [Dialogflow ES](#), [NodeJS](#), [Juspay](#)

The integration of a chatbot into WhatsApp by Dialogflow enables automated booking of airline tickets via WhatsApp. Customers can use natural language to engage with the chatbot, submit their travel details, and the chatbot will finish the ticket and present flight possibilities. The chatbot is connected to the airline's reservation system to check flight availability and manage payments. Customers can use Dialogflow to book an airline ticket over WhatsApp by starting a conversation with the chatbot by providing their trip details, such as the departing and arrival airports, travel dates, and passenger count. The chatbot can then direct the customer through the booking process, including providing payment details, and present available flight alternatives and costs. Customers can experience a smooth and effective booking process using a chatbot developed with Dialogflow to purchase flight tickets using WhatsApp. This allows airlines to automate the booking process and offer quicker customer care.

- **Booking car maintenance through telemarketing calls**

[Avaya](#), [Dialogflow CX](#), [NodeJS](#)

Booking automobile maintenance through telemarketing calls utilizing CCAI outbound call is a service that allows car owners to arrange maintenance appointments for their vehicles over the phone with the assistance of an AI-powered virtual assistant. The CCAI outbound call system employs avaya outbound call feature to automatically arrange calls to customers and provide personalized information regarding automobile maintenance reminders, special offers, and scheduling alternatives. In order to offer a seamless and customized booking experience, the virtual assistant converses with consumers utilizing conversational AI and natural language processing. The virtual agent offers consumers choices for available service dates and hours when setting up a car maintenance appointment through telemarketing calls using CCAI outbound calls. The representative can also answer inquiries and provide details about the various services that are offered. The virtual agent confirms the appointment and sends a reminder to the customer via their preferred communication method, on SMS and whatsapp, once they have chosen a date and time.

- **Password reset through a Dtmf-enabled inbound call system**

[Avaya](#), [Dialogflow ES](#), [NodeJS](#)

Inbound call system with Dtmf enabled for password reset DTMF (Dual-tone Multi-frequency) enabled interactive voice response (IVR) system to utilize when implementing a password reset procedure via an incoming call. An automated voice message welcomes users to the IVR system, tells them of the options available, and instructs them to hit a key on their phone keypad to continue. Following that, the user is asked to input their employee ID using the phone keypad. To verify the user's identity, the IVR system checks the data the user has provided against its own database. After the user's identification has been verified, the IVR system asks them to choose the option for

password reset by pressing a specific key on their phone keypad. The user utters the new password. The bot system verifies the new password and acknowledges the password reset.

- **Campaign Call Scheduler system**

[Avaya](#), [Dialogflow CX](#), [NodeJS](#), [React](#)

A campaign call scheduler system is a solution that enables companies or organizations to schedule outbound calls to clients or potential clients as part of a marketing or outreach campaign. The system automates call administration, call list management, and campaign outcome tracking. By merging CCAI with a campaign call scheduler system, the efficacy of outbound calls was enhanced. By looking at customer data and call histories, CCAI was able to determine the ideal time to call a customer, the best messaging to employ, and even the best person to handle the call.

Document Parsing

[Source](#) | [Google Doc AI](#), [Python](#), [FastAPI](#), [HTML](#), [CSS](#)

Google's Document AI is a cloud-based technology that employs machine learning algorithms to process unstructured documents like receipts, invoices, and contracts, extracting structured data from them. Its custom application extraction for memos, included extraction of names, addresses, and phone numbers. To accurately extract the desired information, it is essential to configure the processing task with the appropriate parser and training data. This proper configuration is the key to successful parsing.

Document Inventory Management

[Source](#) | [Python](#), [FastAPI](#), [HTML](#), [CSS](#)

Document Inventory Management with Versioning is a solution that enables enterprises to manage their documents and files in a centralized location while tracking different versions of the same document. Users can create, store, organize, and retrieve documents using the platform, which also keeps track of all modifications made to each document. The system keeps track of all alterations made to a document and lets users see earlier iterations. This guarantees that users have access to the most recent version of a document and may quickly go back to earlier versions if necessary. The system maintains track of who has accessed a document and when it was accessed. This promotes accountability and enables users to identify the authors of document changes. The system enables administrators to define access levels for various users, guaranteeing that only authorized users are able to read, modify, or delete certain documents. Using the system's built-in search feature, users may quickly and easily identify particular documents using keywords, tags, or other criteria.

Win-loss predictor

[Accenture](#) | [Python](#), [JavaScript](#), [HTML5](#), [CSS](#)

A tool that uses data analytic methods to forecast the chances of success or failure for a project or opportunity is called a win-loss predictor. The predictor uses a number of elements, including historical performance information, market trends, financial indicators, and other pertinent characteristics, to create precise predictions regarding the result of a given opportunity. Businesses and organizations who desire to invest in new initiatives or opportunities may find this tool useful. The win-loss predictor for opportunity uses Machine learning algorithms and statistical models to create forecasts and can offer insightful information about the likelihood of success for

a certain opportunity. Businesses can use this tool to discover potential risks and opportunities, make data-driven choices, and improve their chances of success.

ChatBot

[Accenture](#) | [Rasa](#), [Python](#), [JavaScript](#), [HTML5](#), [CSS](#)

By utilizing machine learning to understand conversational cadences, a chatbot may accurately mimic human speech and respond to spoken or written orders to offer a service. Our chatbot's main purpose is to serve as a user interface that can be connected to other data sources via APIs to give information or services as needed.

Chart conversion

[Accenture](#) | [JavaScript](#), [HTML5](#), [CSS](#), [HighCharts](#), [D3](#)

Based on user input, real-time graphs will be generated, and part of the process will involve creating the graphs code in highchart. As part of this project's progression, we converted the code from highchart to d3 and produced the relevant code.

Custom POS OS

[OEIPL](#) | [OpenSuse](#)

A retail transaction is completed at the point of sale (POS) or point of purchase (POP). At the point of sale, the merchant would determine the amount the customer owes and indicate the amount, and may generate an invoice for the customer (which might be a printout from the cash register), and show the choices for the consumer to make payment. It is also the point at which a customer makes a payment to the seller in exchange for goods or after receiving a service. After collecting payment, the merchant may provide a receipt for the transaction, which is typically printed but is increasingly dispensed with or transmitted electronically.

Client authentication to website from Digital certificate

[OEIPL](#) | [OpenSSL](#), [Apache2](#)

The need to restrict server access to certain users in a more secure manner than a username and password will arise from time to time for a business. In the majority of these circumstances, organizations will develop an Access Control List (ACL) to help them identify who has access. In the system we're talking about, client-side SSL certificates are used to verify user access to a server resource. A central Certification Authority (CA) controls the certificates on a per-user basis, and it has complete control over their revocation. An End User Digital Certificate with a public and private key (often in the form of a .p12 or .pfx file) was installed on the browser. To confirm authenticity, a passphrase will be requested during installation. The user would be directly authenticated by the key when surfing the website.

Product UI - SafeSquid

[OEIPL](#) | [JavaScript](#), [HTML5](#), [CSS](#)

Collaborating with product management and engineers to create and implement creative product direction, aesthetics, and user experience solutions. carrying out every step of the visual design process, from concept to final engineering handoff. generating fresh concepts that remove complicated design obstacles by making them simple and user-friendly. To effectively express interaction and design ideas, create wireframes, storyboards, user flows, process flows, and site maps. Design and important milestone deliverables must be presented and defended to peers and executive level stakeholders. evaluation of user feedback and user research. Design principles, best practices, and standards are established and promoted.

Log Management tool through 3rd party application

OEIPL | Logstash, ElasticSearch, Kibana, rsyslog

When trying to pinpoint issues with your servers or apps, centralized logging can be incredibly helpful because it enables you to browse through all of your logs in a single location. Additionally, by comparing the logs of many servers over a predetermined period of time, you can pinpoint problems that affect several of them. Logs are published to a centralized server using rsyslog, and then fed to elasticsearch using logstash parsing. Dashboards in Kibana are produced once the data has been collected.

User registration and subscription usage

OEIPL | JavaScript, PHP5, HTML5, CSS

A comprehensive life cycle analysis, including requirements gathering, activities, and design, was required to be carried out. developed analytical and reporting tools for performance and quality control monitoring. The primary objective of the project was to assess data acquired from the application, analyze findings using statistical techniques, and provide periodic reports. the creation and implementation of databases that could gather and store data in a manner that was optimized for statistical effectiveness, data analysis, and quality.

Education

Welingkar Institute of Management | Mumbai, Maharashtra

Post Graduate Diploma in Management | Major in E-commerce | 2017

Moodlakatte Institute of Technology | Kundapur, Karnataka

Bachelor of Engineering | Major in Electronics and Communication | 2012

Nutan Vidyalaya | Gulbarga, Karnataka

PUC | Major in Science [PCME] | 2008

ST. Mary's | Gulbarga, Karnataka

SSLC | 2006

Personal Details

- Born on 03 Aug 1990, hailing from Udupi
- Known language Tulu, Kannada, Hindi, Telugu, English