

Vamsidhar Reddy Venna

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Summary

Experienced Conversational AI Developer with a strong track record in building intelligent virtual assistants using platforms like **Dialogflow CX**, **Kore.ai XO11**, and **IBM Watson Assistant**. Proficient in training and refining **NLP models** using **large language models (LLMs)** to improve intent classification, entity extraction, and dialogue generation. Skilled in designing Gen AI-driven conversations, agent flows, and contextual responses across multichannel interfaces. Experienced in **multi-intent detection** and building scalable solutions capable of supporting **universal bot integration** across multiple bots and channels. Proficient in **prompt engineering** and modern automation techniques. Strong foundation in **GCP**, including **BigQuery**, **Cloud Functions**, **webhooks**, and **REST APIs**, with hands-on experience using components of **Google CCAI**. Adept in Agile environments and iterative development.

Verizon | CCAI Dialogflow Developer (Agentic AI).

New Jersey, USA | Jan 2023 – Present

- Designed and optimized Verizon Assistant in **Dialogflow CX** using **Conversational Agents**, **Chat with data stores**, and **Playbooks** with **prompt engineering**, conditional logic, and Python scripting, creating adaptive virtual agents aligned with **Agentic AI principles** that improved contextual accuracy, increased self-service resolution by 20%, and reduced fallback rates by 25%.
- Implemented **omnichannel conversational flows in Dialogflow CX**, building both **chat agents and voice agents** with Speech-to-Text, Text-to-Speech, and SSML to ensure natural, consistent user experiences across **web, mobile, and IVR channels**.
- Trained NLP models in Dialogflow CX**—including intents, entities, and **multi-turn conversational flows** with advanced context handling—leveraging **Vertex AI features** to enhance training and improve overall model performance.
- Integrated **Dialogflow CX** and **Playbooks with back-end APIs and external systems**, using webhooks, Playbook tools, Google Cloud Functions, Firestore, and Cloud SQL for fulfillment to enable real-time data retrieval and automate customer workflows.
- Partnered with **cross-functional teams** to define business requirements and deliver scalable **Google CCAI solutions**, while continuously refining **NLU models** and conversational flows using analytics, logs, and customer feedback to drive higher accuracy, responsiveness, and user experience.

Vitech Systems Group | Chatbot Developer (Kore.ai).

Hyderabad, India | Jun 2020 - Dec 2021

- Developed a **Kore.ai chatbot** for US pension providers, automating routine data retrieval, compliance checks, and policy inquiries, reducing manual effort by 40% and improving workflow efficiency.
- Built **end-to-end Dialog Tasks in Kore.ai**, implementing custom business logic, workflow automation, **multi-intent detection**, **multi-turn conversational design**, and **entity amendment** to support dynamic and adaptive user interactions.
- Trained NLP models in Kore.ai** by building intents, entities, and bot synonyms, and validated performance through **utterance testing**, **sentiment management**, and **batch testing**, achieving 92% intent recognition accuracy and minimizing fallback responses.
- Engineered custom API endpoints** for pension record retrieval, benefit calculations, and contribution tracking, enabling seamless data exchange between the chatbot and internal pension systems, reducing manual intervention by 30%.
- Architected a middle layer to integrate the chatbot with Teradata and SQL databases** using **Node.js** and **Python**, enabling real-time pension data access, automated reporting, and self-service tools that improved case resolution by 35%.

Vitech Systems Group | Associate Data Engineer Intern.

Hyderabad, India | Jan 2020 – May 2020

- Assisted in building **ETL pipelines** to integrate data from 12+ legacy systems into **Teradata**, improving data accessibility and reporting accuracy for 15 U.S. pension clients managing \$2B+ in assets.
- Developed and optimized **SQL queries** to analyze large datasets (up to 1TB), improving query performance by 30% and accelerating data retrieval for pension management insights.
- Worked closely with data scientists and analysts to define data requirements, validate **ETL processes**, and ensure **SOC2-compliant data quality**, enhancing data reliability for client reporting.

Education

Cleveland State University

Jan 2022 – May 2023

Master of Information Systems

Cleveland, Ohio

Vellore Institute of Technology

Jun 2016 – Jun 2020

Bachelor of Technology, Information Technology

Vellore, India

Skills

Conversational AI Platforms: Dialogflow CX, Kore.ai XO11, IBM Watson Assistant

Languages: Python, SQL, HTML/CSS, JavaScript, Node.js, shell scripting.

AI & NLP: LLMs (Gemini, GPT-4o, Azure OpenAI), NLP training, multi-intent detection, Entity extraction, Prompt Engineering.

Cloud, Automation, & Tools: GCP, Conversational agents, Vertex AI, Playbooks, Webhooks, REST APIs, API integration, Git, GitHub

Capabilities: Gen AI-driven conversations, Agent flows, Universal bot integration, Cross-platform deployment.

Certifications: Kore.ai XO11, GCP Data Engineer, Azure Data Engineer Associate, Databricks Data Engineer Professional.