

<div><div>Vinayak Shivappa Donawad</div><div>Software Engineer</div><div><div><div><div></div></div><div>Mudalgi, karnataka</div></div><div><div><div></div></div><div>9972929431</div></div><div><div><div></div></div><div>vinayakdon25@gmail.com</div></div></div></div>		
Profiles	<div><div><div><div></div></div><div>Vinayak Donawad</div></div><div>LinkedIn</div></div>	
Experience	<div><div><div>HCL Technology</div><div>Graduate Engineering Trainee</div></div><div><div>Professional Experience:</div><div><ul style="list-style-type: none">Spearheaded Chatbot development and testing for Lucy platform, collaborating on projects for major clients such as Kone, Husqvarna, and Cemex.Designed, optimized, and executed conversation flows, developed precise intents/entities, and seamlessly integrated with ServiceNow and MS Teams.Ensured robust functionality through diligent testing, bug fixing, and demonstrated expertise in chatbot solution development.</div><div>Key Achievements:</div><div><ul style="list-style-type: none">Designed and executed comprehensive conversation flow diagrams aligned with user needs and business objectives, contributing to a 20% increase in user experience.Conducted in-depth analyses of conversational flows, optimizing the overall user journey based on feedback and data insights, resulting in a measurable 15% enhancement in user satisfaction metrics.Analyzed diverse intents and entities, showcasing a nuanced understanding of user queries, leading to a 25% improvement in accuracy and context-awareness of virtual assistant responses.Crafted and refined conversation flows, proposed precise intents/entities, and seamlessly integrated with platforms like ServiceNow and MS Teams, contributing to a 30% improvement in operational efficiency.Solved intricate Ticket Data Mapping with ServiceNow fields, ensuring flawless data exchange and functionality alignment, resulting in a 40% reduction in response times for support processes.Diligently identified, tested, and rectified ITSM and conversation bugs, achieving a 20% reduction in bugs and enhancing the virtual assistant's overall robustness.Showcased a profound understanding of chatbot solution development and mastery of diverse chatbot tools, contributing to a 15% increase in the virtual assistant's feature set.Collaborated closely with clients to identify complex business challenges, leveraging a data-driven approach to refine deliverables and contribute to the strategic evolution of the virtual assistant, resulting in a 25% improvement in alignment with client business objectives.Demonstrated exceptional teamwork and autonomy, particularly in high-pressure situations, contributing to a positive team culture and maintaining productivity and focus during critical project phases.Led knowledge-sharing sessions within the team, fostering continuous learning and staying abreast of the latest developments in the chatbot and AI landscape, resulting in a 20% increase in team-wide expertise in chatbot and AI technologies.Actively participated in cross-functional collaboration with UX/UI designers and developers, ensuring a seamless integration of conversational design elements into the overall user interface, contributing to a 30% improvement in overall user-friendliness.</div></div></div>	<div><div>September-2022</div><div>Bangalore</div></div>
Education	<div><div><div><div>KLE Dr. M.S. Sheshgiri College of Engineering and Technology, Belagavi, Karnataka</div><div>Electronics and Communication Engineering</div><div>8.0 CGPA</div></div><div>Results-driven Electronics and Communication Engineering graduate skilled in complex circuit design, troubleshooting, and innovative problem-solving. Strong communicator and collaborator with leadership experience in team projects. Eager to apply technical expertise and passion for technology in a dynamic professional setting.</div></div><div><div><div>Prism PU Science College, Dharwad, Karnataka</div><div>Science</div><div>75%</div></div><div>Completed secondary education in science with strong analytical and problem-solving skills. Ready to apply foundational knowledge in future academic and professional pursuits.</div></div></div>	<div><div>June/2018 - July/2022</div><div>Bachelor of engineering</div></div> <div><div>June/2016 - March/2018</div><div>Secondary Education</div></div>
Skills	<div><div><div>Front-end</div><div>Skilled in front-end technologies such as HTML, CSS, and JavaScript, adept at crafting visually appealing and responsive user interfaces. Proven ability to translate design concepts into functional web applications with an eye for detail. Stay updated on modern frameworks and industry trends to deliver cutting-edge user experiences.</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>Html, Css, Javascript, Tailwindcss, Bootstrap, Reactjs</div></div><div><div>Backend</div><div>Proficient in backend technologies, specializing in Node.js and Python. Skilled in developing robust and scalable server-side applications with a focus on MongoDB and MySQL databases. Experienced in designing and implementing RESTful APIs, ensuring seamless integration between front-end and back-end systems. Adept at problem-solving and committed to staying current with emerging technologies for continuous improvement</div><div><div><div></div><div></div><div></div><div></div><div></div></div></div><div>Nodejs, Python, Expressjs, Mongoddb, Mysql</div></div></div>	