

YOGESH SOPPA

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(1479) 579-4585 | 91-(996) 025-0705

Conversational AI Engineer | Product Engineer | NLP/NLU Specialist | AWS Connect & Lex Expert | IVR & Chatbot Developer | Dialog Management | Intent Recognition | AWS Cloud Solutions | Node.js | RPA | Blue Prism | .NET | Agile | XP | Experienced in US Markets

Results-driven Conversational AI Engineer with over a decade of experience designing, developing, and deploying intelligent conversational systems, IVR solutions, and cloud-based contact center platforms. Expert in Natural Language Processing (NLP), Natural Language Understanding (NLU), intent recognition, entity extraction, and dialog management using AWS Connect, Amazon Lex, Lambda, Bedrock, and Polly. Proven track record of migrating legacy systems to omnichannel conversational AI platforms, achieving 25% improved bot containment rates and 20% higher customer satisfaction through advanced bot tuning, utterance training, and context management. Skilled in conversational design patterns, multi-turn conversations, slot filling, and fallback handling. Certified AWS Solutions Architect and Blue Prism Developer with expertise in full-stack development and Agile methodologies.

Currently holding H1B Visa valid Sep 2027.

Experience

Mar 2025 – Present

Allstate India | Product Engineer | Pune, India

- Migrated legacy Avaya IVR call flows to AWS Connect, enabling omnichannel contact center solutions, improving customer satisfaction by 20%.
- Developed and implemented AWS Connect contact flows with Lambda integration and NLP, streamlining operations and reducing call handling times by 25%.
- Designed "Make Payment IVR" system, allowing customers to pay insurance premiums via IVR, enhancing customer service, saving time, and advancing digitalization.
- Leveraged AWS services (Lex, Polly, CloudWatch) to optimize customer interactions, achieving 15% higher containment rates in digital channels.
- Collaborated with cross-functional teams to align technical solutions with business objectives, ensuring seamless deployment of cloud-native IVR systems.

Sep 2022 - Feb 2025

Allstate Insurance Company | Lead Engineer | Arkansas, USA

- Designed and developed AI-driven chatbots using AWS Lex, achieving 25% improved containment rates and 20% reduced escalations.
- Architected centralized data analytics platform for AWS Connect, integrating chat data and recordings into a data warehouse for enhanced insights.

- Implemented NLP techniques and dialog management, optimizing context tracking for seamless user interactions and 15% higher customer satisfaction.
- Configured AWS Connect workflows and Lambda integrations, streamlining operations and improving response times by 20%.
- Collaborated with business stakeholders to translate requirements into technical solutions, aligning with strategic goals for operational efficiency.
- Tuned chatbot performance using analytics and bot tuning techniques, reducing operational costs by 10% through improved automation.
- Designed architecture components for scalable data warehouse solutions, ensuring robust storage and retrieval of AWS Connect data.

Mar 2018 – Aug 2022

Allstate India | Senior Software Engineer | Pune, India

- Developed and optimized intents for customer-facing chatbot applications using Python scripts, processing 120,000 chats monthly and improving bot accuracy by 15%.
- Designed and executed A/B testing models to enhance user engagement, resulting in a 20% increase in effective customer interactions.
- Ensured compliance with enterprise policies and industry regulations by implementing SonarQube, Code Smell, and Compliance Buddy scans, achieving 95% code quality standards.
- Utilized Python scripts to create confusion matrices, heatmaps, and visualizations for intent precision and frequency, enhancing chatbot performance analysis.
- Monitored and analyzed Splunk logs to optimize bot accuracy and containment rates, developing Splunk dashboards with Sankey diagrams to track intent journeys.
- Conducted code reviews to maintain high code quality, reducing technical debt by 10% and ensuring adherence to coding standards.
- Developed intelligent automation solutions using Blue Prism, achieving 30% improved efficiency in service and web automation for insurance processes.
- Architected scalable Blue Prism automation workflows with OCR integration, reducing processing errors by 25% for policy administration.
- Received multiple quarterly organizational awards for outstanding contributions to chatbot development and automation initiatives.
- Collaborated with stakeholders to translate business requirements into technical specifications, ensuring alignment with insurance domain objectives.

Jul 2016 – Mar 2018

Datamatics Global Services Limited | Senior Consultant | Mumbai, India

- Implemented RPA solutions to automate repetitive banking processes, achieving 40% reduced processing times and boosting operational efficiency.
- Designed and tested proof-of-concept for ATM reconciliation automation at Emirates National Bank Dubai (onsite in Dubai), streamlining financial operations.
- Optimized critical workflows by integrating automation tools, increasing transaction accuracy by 25% for banking systems.
- Collaborated with cross-functional teams to align technical solutions with business objectives, supporting digital transformation for ICICI Bank and Emirates National Bank.

Nov 2013 – Jul 2016

3i Infotech Ltd | Senior Engineer | Mumbai, India

- Developed web applications using C#.NET, ASP.NET, VB.NET, jQuery, and SQL, enhancing ICICI Bank's banking functionalities and user experience.
- Led migration of legacy banking applications to modern .NET frameworks, improving system scalability and performance by 30%.
- Optimized web-based solutions for banking processes, streamlining operations and reducing transaction processing time by 25%.
- Collaborated with cross-functional teams to deliver tailored solutions, ensuring compliance with ICICI Bank's operational and regulatory requirements.