

Cover Letter

Dear Sir / Madam,

As a Product Engineer with over a decade of experience in Conversational AI, robotic process automation (RPA), and cloud solutions, I specialize in delivering scalable, customer-centric solutions for banking and insurance sectors. Certified as an AWS Solutions Architect and Blue Prism Developer, I excel at aligning technical innovations with business objectives, driving measurable impact in global markets.

At Allstate India, I currently lead the migration of **Avaya IVR to AWS Connect**, implementing omni-channel systems that increased customer satisfaction by 20% and reduced call handling times by 25%. I designed a **"Make Payment IVR"** system, enhancing digitalization and customer service efficiency.

Previously, as a Lead Chatbot Developer, I architected AI-driven chatbots using AWS Lex, achieving 25% improved containment rates, and developed a centralized data analytics platform for AWS Connect data. My work at Datamatics Global Services and 3i Infotech for ICICI Bank and Emirates National Bank involved implementing RPA solutions and .NET web applications, achieving 40% efficiency gains and 30% improved system performance.

Proficient in AWS (Connect, Lex, Lambda, Polly, S3, CloudWatch), Live Engage, Node.js, Blue Prism, .NET, Node.js, and XP & Agile methodologies, I am adept at optimizing processes and enhancing user experiences. I am eager to contribute my expertise in AI-driven automation and cloud architecture to [Company Name], delivering innovative solutions that drive operational excellence.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experience align with your team's goals.

Please contact me at below details 👍

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Cell : India : +91-9960250705 (IND)

Email : yogesh.soppa@gmail.com to schedule a conversation.

Sincerely,
Yogesh Soppa