

GARIMA PANDIT



CONTACT

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📍 Maharashtra

SKILLS

Conversational Analytics
Automatic speech recognition architecture
Conversation designing
Natural language understanding
Inverse text normalization
Natural language understanding
Cognitive intent recognition designing
Requirement Gathering
Survey design
Debt Collection
Renewal management
User experience
Customer Journey Analysis
Metrics and KPIs
Data driven decision making
Stakeholder Management
Domain knowledge
User Story and Use Case Development

OBJECTIVE

To secure a challenging and rewarding full-time position where I can utilize my strong background in computer science and on-going MBA studies in Artificial Intelligence and Machine Learning to drive organizational growth and profitability through the effective application of business and technology strategies.

CONNECT WITH ME

<https://www.linkedin.com/in/garima-pandit-546336206>

EXPERIENCE

Conversenow.ai

25.07.22 - 5.07.22

Jr. Conversation Analyst(Business Analyst)

1. Analyzing conversation , issue characterization and performance monitoring of live production data for doing Business Analysis .
- 2 . Identifying clear AI improvement opportunities for various live accounts
- 3 . Monitoring issues on JIRA and doing followups for issue resolution .
- 4 . Handling large scale production data and providing quick feedback for regular production rollout in terms of AI performance
- 5 . Constant monitoring and analysing AI assistant conversations data , and categorizing it into various actionable items .
- 6 . Continious content refinement and improvement through content experiments, user feedback and analysis of performance metrics .
- 6 . Working with developers and data scientists in the evolution of improvements & constant data driven feedback and insights .
- 7 . Generating conversational paths for conversational analysis.
8. Analytical skills with Linguistics knowledge with keen eye for details.
9. BOT Testing and annotation

Requirements Validation and Verification

Communication and Documentation

LANGUAGES

Hindi

English

Marathi

ACHIEVEMENTS & AWARDS

Gold medalist at Speed Maths contest

Gold medalist at Mahatma Gandhi Hindi spardha

Gold medalist in Marathi (secondary school)

Live speaker at Raman Science Center {Nagpur} for (Mars Orbiter Mission)

Stronger together award (July 2022) presented to Product analyst team at Conversenow.ai

Spotlight Award (October 2022) for the special contributions to the team

Successfully deployed BOT within tight deadline , ensuring UAT completion.

Collaborated with stakeholders to define KPIs

Played a key role in gathering business requirements and designing a chatbot and voice solution, resulting in a 40% reduction in operational cost .

Gnani.ai

28.06.20 - 22.07.22

QA & Conversational designer

1. Hands on experience on SDLC & STLC ---

a) Voice & ChatBOTS

2. Experienced in designing and monitoring Voice BOTS (Loan collection , lead generation , survey , policy renewal).

3. Knowledge of actions & stories for Voice assistants and Chat Bots

4. Working with NLP & Speech Architecht for enhancement of ASR , ITN , NLU , NLG , TTS

5. Hands on experience on ASR , ITN testing and creating NLU , NLGS

6. Analysis and testing post & pre production sign off ,detecting intents and documenting the result .

7. Transcription - Hindi, English , Marathi

8. Customer success analyst and manual tester

9. Data Annotation and labeling

Raja One Week Series

June2020 - December 2020

Hindi to English Translator

Content translation from Hindi to English for B.A geography's syllabus.

Good knowledge of literature and conversational Hindi .

PROJECTS

IVR BOT Integration

Successfully integrated an IVR bot into the existing customer service system , enabling automated call handling and improving call routing efficiency.

Quick Service Restaurant BOT

Designed a conversational BOT for a quick - service restaurant , allowing customers to place orders , inquire about menu items , and receive personalized recommendations.

Loan Recovery BOT

Led the implementation of a loan recovery BOT, improving efficiency in recovering overdue payments , resulting in a reduction in outstanding debts .

Lead Generation BOT

Designed and deployed a lead generation bot that engaged potential customers, collected relevant information, and nurtured leads .

Successfully designed and executed a comprehensive user testing plan for a conversational interface , resulting in enhanced user engagement and a 18% increase in customer retention .

Survey BOT

Designed a conversational Bot for conducting customer surveys, gathering feedback, and analyzing customer preferences, enabling data-driven decision - making and enhancing customer satisfaction

Renewal BOT

Implemented a renewal Bot for a subscription based service , providing personalized reminders to customers , resulting in improved renewal rates and customer retention.

EDUCATION

DY.Patil University

2023 - (1st Semester)

MBA (Artificial Intelligence&Machine Learning)

Babasaheb Ambedkar Technical University

B.Tech (Computer science and engineering)

7.5 CGPA

Kolhapur Public School

HSC (CBSE)

6.2 CGPA

G.H.Raisoni Vidyaniketan

SSC (CBSE)

8.2 CGPA

TOOLS

Atlassian Jira Align

Looker

Postman

Github

Voiceflow

Draw.io

Miro

Microsoft Teams

Slack

Google Workspace

Excel

Google Docs

Share point

Trello

Lablebox