MANOJ KALLURU

CONVERSATIONAL AI DEVELOPER AND DESIGNER

+91-9491020023 ☎

manojreddy.kalluru@gmail.com ✉

EDUCATION

SRM UNIVERSITY, CHENNAI

Bachelor's Degree in Computer Science and Engineering 2015-2019

• Graduated with a CGPA of 8.1/10
• Manager of Events team Texus'19
 (The Techno-Management Festival of SRM IST)
• Member of LEAF, a student run environment club that strives to spread awareness through various plantation and educational initiatives.

ACHIEVEMENTS

- Earned multiple awards for excellence in client delivery and contributions to team with automation POCs and internal trainings.
- Won the award for the best research paper in current affairs for the above-mentioned Fake news detection.
- Achieved 30% improvement in Bot containment and resolution in 6 week time frame by optimizing and finetuning intent classification.
- During my Time at DAZN, Created a road map for transitioning into Conversational AI.
- Achieved higher containment by working along side various CS head of global markets, thus was able to show a significant revenue saving in CS as a whole.

PROJECTS

Fake News Detection

- Published a Paper on Junk News detection using multilayer perceptron at NCRRAC'19 (National Conference on Recent Research Advanced Computing) we advocated the use of Machine learning and Deep Learning techniques for the usage of curbing spread of False news by taking the case of American presidential election 2016.
- Was the part of the finalists picked for most innovative and industry relevant presentation of the conference.

PROFESSIONAL EXPERIENCE

Conversation Designer

DAZN INDIA PVT LTD| MAY 22 - Present

- Developed effective conversational strategies to enhance user interactions and satisfaction.
- Created intuitive chatbot and virtual assistant experiences to improve customer engagement.
- Collaborated with cross-functional teams to gather insights and optimize conversational workflows.

Cognitive Lead

EXL Services Ltd| OCT 2022 - May 2023

• Lead for cognitive development for a massive Insurance client based out of U.S
• Responsible for Architecting the solution with the help of Amelia AI , upgrading the existing infra for better deflection and AI handling
• Achieved 30% higher containment by upgrading intents and conversation flows.

MANAGEMENT CONSULTANT-DELIVERY

ACCENTURE TECHNOLOGY SOLUTIONS |JULY 2021- OCT 2022

- Lead Developer for major US banking client.
- Architected solutions in collaboration with Product and Design teams.
- Drove adoption of Amazon Lex and Liveperson Platform using cloud services (Lambda, DynamoDB).
- Enhanced user experience through innovative payloads with Liveperson and Design teams.
- Collaborated with Product and Data Analytics to optimize Conversational AI, reducing human agent traffic.
- Implemented Scaled Agile framework for robust product development cycle.

Programmer Analyst

COGNIZANT TECHNOLOGY SOLUTIONS| JULY 2019- JULY 2021

- Led the development of an automated solution for a insurance corporation using Dialogflow and Google CCAI
- Created reusable Serverless deployable codes using Amazon Boto3 sdk, AWS Lambda, Amazon API Gateway.
- Worked various POC's including various Conversational AI platforms such as Amazon Alexa, Google DialogFlow and Amazon Lex, Creating Backend web hooks using python.
- Automated the process of Bot creation for multiple languages which reduced the effort by almost 40%.