MOHAMMED AKBER KHAN

Software Engineer

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SUMMARY

Experienced Conversational AI Developer specializing in creating dynamic chatbots and voicebots to optimize business operations and enhance customer engagement. Proficient in Dialogflow CX and Yellow.ai, with expertise in fine-tuning large language models (LLM). Skilled in leveraging Google CCAI for enhancing platforms with Agent Assist Insights. Dedicated to driving innovation and delivering impactful results in fast-paced environments.

EXPERIENCE

Conversational AI Specialist

Tech Mahindra   📅 05/2022   📍 Hyd,India

· Implemented ServiceNow Bot on CX : Architected an advanced bot for ServiceNow within the Dialogflow CX platform, facilitating ticket raising, status updates, and attachment management.Auto-categorizes tickets, handles descriptions and attachments, and features attachment deletion and meeting scheduling via the WebEx API, enhancing IT service management processes.

· Designed Gladly Order Status Bot for US client TORY BURCH : Developed a bot to provide customers with real-time updates on orders, including product details, tracking numbers, and URLs.Emphasized integration with e-commerce systems to offer an elevated customer service experience for the US client TORY BURCH.

· Summary Generator Web Application : Spearheaded the creation of a web-based Summary Generator utilizing OpenAI's ChatGPT to analyze and condense content.Enhanced user engagement by providing concise summaries of extensive texts, showcasing expertise in integrating AI technologies for innovative web solutions.

· Transcript Summarizer Bot : Designed a bot leveraging AI to summarize comprehensive conversations between customers and bots.Streamlined the review process of customer interactions, highlighting key points and insights, and improving customer service efficiency through technology.

· RPA Advisor Bot on Dialogflow CX : Developed a responsive, domain-specific RPA advisor bot integrated with Dialogflow CX, using OpenAI's ChatGPT for answering domainspecific queries.Ensured effective fallback for out-of-scope questions, demonstrating skill in crafting AI-driven, domain-focused customer support solutions.

· Kornea Chatbot : Led the development of the Kornea Chatbot, a versatile conversational agent assisting users with various inquiries.Showcased capability in creating engaging and adaptable user interfaces.

EDUCATION

Data Science

EdYoda   📅 2021   📍 Hyd,India

Bachelor of Commerce

Pioneer Degree Collage, Hyderabad, India

📅 08/2018 - 05/2021   📍 Hyd,India

SKILLS

JavaScript   CSS   HTML   Node.js

Gen AI   Dialogflow CX

Natural Language Understanding

Intent recognition   Entity recognition

Integration of LLM

REST API Consumption

Agile development

Third-party service integration

Bot testing methodologies

Team Collaboration   Problem-Solving:

ACHIEVEMENTS

Received standing ovation during the Recognition and Rewards (RNR) event for outstanding contributions and exceptional performance.

Received recognition during Technology Thank Thursday for significant contributions to technological advancements and innovation.

LANGUAGES

HINDI   Native

ENGLISH   Proficient